



Oracle Public Sector Compliance and Regulation Cloud

Implementing Your Agency

21A



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Preface

This preface introduces information sources that can help you use the application and this guide.

Using Oracle Applications

This topic explains the text conventions used in this guide and points you to where you can find more information about using Oracle applications.

Conventions

The following table explains the text conventions used in this guide.

Convention	Meaning
boldface	Boldface type indicates user interface elements, navigation paths, or values you enter or select.
monospace	Monospace type indicates file, folder, and directory names, code examples, commands, and URLs.
>	Greater than symbol separates elements in a navigation path.

Additional Resources

- Community: Use [Oracle Cloud Customer Connect](#) to get information from experts at Oracle, the partner community, and other users.
- Guides and Videos: Go to the [Oracle Help Center](#) to find guides and videos.
- Training: Take courses on Oracle Cloud from [Oracle University](#).

Documentation Accessibility

This topic covers accessibility concepts for this guide.

For information about Oracle's commitment to accessibility, visit the [Oracle Accessibility Program website](#).

Videos included in this guide are provided as a media alternative for text-based help topics also available in this guide.

Contacting Oracle

This topic explains how to contact Oracle for support and to provide feedback.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit [My Oracle Support](#) or visit [Accessible Oracle Support](#) if you are hearing impaired.

Comments and Suggestions

Please give us feedback about Oracle Public Sector Compliance and Regulation applications help and guides! You can send an e-mail to: PSCR_US@oracle.com.

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1 Implementing Compliance and Regulation Using Functional Setup Manager

Using Functional Setup Manager

This topic discusses how to use the Functional Setup Manager.

Oracle Functional Setup Manager provides an integrated, end-to-end process for functional administrators to manage the implementation and maintenance of Oracle Public Sector Compliance and Regulation services.

Business users configure features and manage setup data using the Functional Setup Manager. Subscription to offerings, enabling functional areas, opting in features, and setting up guided end-to-end tasks pertaining to the offerings are all driven through the Functional Setup Manager.

To view the Public Sector offerings and their functional areas in Functional Setup Manager:

1. Select **Navigator > Setup and Maintenance** or select the **Setup and Maintenance** tile on the springboard.
2. Select a Public Sector offering from the Setup drop-down list.

The page lists all the functional areas on the left and the corresponding tasks on the right.

Note: When configuring your offering using Functional Setup Manager, configure the functional areas in the order they appear in Functional Setup Manager from top-to-bottom. Functional areas depend on the configuration data for the functional areas appearing before them in the list.

Documentation Help Links

You enable Help links in Functional Setup Manager during your implementation so that you can directly access related documentation. To enable Help links:

1. Select **Navigator > Setup and Maintenance** or select the **Setup and Maintenance** tile on the springboard.
2. Select a Public Sector offering from the Setup drop-down list.
The page lists all the functional areas on the left and the corresponding tasks on the right.
3. Click **View** in the Task section and select **Columns > Help**. This option is turned off by default.
4. To view Help icons in the tasks list, select the **Settings and Actions** button in the header and click **Show Help Icons**.

For a detailed understanding of the Functional Setup Manager, see the documentation [Using Functional Setup Manager](#).

Setting Up Transactions Using Functional Setup Manager

This topic provides the list of required tasks for the implementation of Public Sector Compliance and Regulation offerings, which are organized under the functional areas in the Functional Setup Manager (FSM).

You must complete the tasks in these task lists to add the required setup data, configuration settings, and processes that your agency will use across all Oracle Public Sector Compliance and Regulation services.

Functional Area	Task List	Description
Initial Users	Define Initial Users for Public Sector	Prepare the groundwork for defining access through roles and privileges for the users who will access your service. Tasks include running the user and role synchronization process, creating implementation users, setting the next URL target for new users, and running the Public Sector Security setup process.
Agency Profile	Define Foundation Data	Set up general foundational data that will be used by the agency when conducting transactions for the community. Tasks include setting up address formats, city information, county information, country information, currencies, units of measurements, and so on.
	Define Calendars for Public Sector	Set up the Holiday calendar for your agency to define when your agency is available for conducting business.
	Define Schedules	Work schedules establish the days of the week and daily hours of operation for agency employees. For example, defining a work schedule for an inspector establishes when an inspector can be scheduled for an appointment.
	Define Agency	Define fundamental information for an agency, including the agency ID, agency name, country, currency, time zone, and so on.
Solution Packages	Import Solution Packages	Create a Process Cloud Service Proxy user and assign the necessary PSCR Proxy user role. Import Solution Packages from the Solution Package Library for Permits and Planning and Zoning applications.
Fees and Payments	Set Up Billing	Set up your agency's billing system. Tasks include defining invoice forms, setting the auto-numbering scheme, and selecting bill types.
	Set Up Payments	Configure how payments will be processed within your agency. Tasks include setting up the payment gateway, configuring the cash drawer, defining department and agency payment processing options, and so on.
Inspections	Define Inspections	Configure the information required for your inspection system to enable you to define, organize, and schedule inspections. Tasks include setting up assessment types, defining

Functional Area	Task List	Description
		rating methods and passing requirements, configuring inspection calendars, and so on.
Plan Review	Define Plan Review	Set up the required information for your agency to review plans associated with permit applications. Tasks include defining plan review statuses and setting up the resulting plan review decision types, such as approved, rejected, revision required and so on.
Permit Types	Define Permits	Create and configure the types of permits your agency will offer. Tasks include setting up permit categories, defining permit statuses, setting up workflows and fee models, creating permit types, designing permit application forms, and so on.
Accounting	Define Accounting	Set up the processing system to be used by your accounting department. Tasks include setting up accounts, funds, and ledgers as well as defining accounting events and rules.
Digital Assistant	Set up and configure Digital Assistant	Create and configure digital assistants and their parameters to suit your agency.
Agency Staff	Define Agency Staff	Set up the service to accommodate the information used to define and support your agency staff. Tasks include setting up business units, setting up legal addresses, creating job titles, configuring staff access, and so on.
Public Users	Define Public Users	Configure how public users will interact with the implementation of your service. Tasks include defining terms of use, selecting public user options, assigning roles to define public user access, and so on.
Analytics and Reporting	Define Reporting for Public Sector	Add or modify parameters associated with delivered reports to filter data per your requirements.
GIS	Define GIS	Configure the integration between your service and the GIS application. Tasks include managing map profiles and mapping GIS attributes.
System Administration	Define Attachments for Public Sector	Define categories and subcategories for files, such as plans and images that are attached to pages as part of the permit application process.
	Define Comments for Public Sector	Configure the comments feature that will be used throughout the permit application process. Tasks include setting up comment

Functional Area	Task List	Description
		categories, adding and modifying standard comments, and so on.
	Define Communication for Public Sector	Delivered communication events are triggered by transactions and processes within the application. For example, scheduling an inspection triggers the "Inspection Scheduled" communication event. You can define the content and recipients of the communication events using communication templates.
System Administration	Define Lookup Values for Public Sector	Add and change values that appear in lookup lists. Lookup lists are referenced by various fields in the application and display a static set of values from which the end user can select a value when entering information.
	Define Conditions for Public Sector	Add, modify, or remove a dependency or contingency for completing the permit process. Conditions are defined with a severities that can affect the permit process when applied.
Branding	Define and Assign Themes	Create custom branding themes for your agency to reflect your desired look and feel. Tasks include adding logo images, modifying header and footer colors, designing your welcome banner, and so on. Once a branding them is created, you then assign it to apply its attributes.
	Define Tiles	Tiles are the icons that appear on the Agency Springboard and public landing pages. Users click tiles to access selected pages and transactions. You can configure which tiles appear, hide tiles, modify tile labels, and so on
	Define Summary Details	Define the summary section that appears on the public landing pages. The summary section includes a summary title, summary text, and a Read More button that links either to a more detailed message that you define or to an external URL.
	Define Alerts	Add, modify, and enable alert messages that will appear on the Agency Springboard and public landing pages to notify users of timely information.
Planning and Zoning Application Types	Define Planning and Zoning Application Types	Define application groups, categories, subcategories, record statuses, fee schedules, document categories, and planning and zoning application types for agency.

Functional Area	Task List	Description
Public Hearing	Define Public Hearings	Define public hearing calendars and escalation path for agency.
Incidents and cases	Set up and configure code enforcement Incidents and cases	Reported code enforcement incidents are inspected and violations are processed as cases. Define and manage autonumber rules for incident, case, notice, citation, and inspection. Manage inspection counts, referral bodies, time rules, corrective actions, and code references.
Business License Types	Define Business License Types	Create and configure the types of business licenses your agency will offer. Tasks include setting up business license categories, defining business license statuses, setting up workflows and fee models, creating business license types, designing business license application forms, and so on.

Note: In addition to the above, there are optional task lists and tasks available under the functional areas in FSM.

Migrating Data From Your Test Environment to Your Production Environment

This topic describes the utilities used to migrate setup data from your test environment to your production environment.

In your pod you have these environments:

Environment	Description
Test	The test environment is where you learn about the product, enter your setup and configuration data, and test your changes. For example, this is where you add the data for setting up your agency, create your permits, specify branding modifications for your site, and so on.
Production	The production environment is the environment your agency employees and your end users access to complete transactions. The production environment reflects the “finished product” of what was configured and tested in the test environment.

After you have made changes and tested them in the test environment, you then migrate any changed metadata and setup data from your test environment to your production environment. You use the Functional Setup Manager export and import utilities to complete these tasks.

For more information on the Functional Setup Manager export and import utilities, see *Using Functional Setup Manager: "Exporting and Importing Setup Data"*.

For more information on managing transaction type data, see:

- *Managing Transaction Type Configurations*.
- *Oracle Public Sector Community Development: Test to Production (Doc ID 2551940.1)* on My Oracle Support.

2 Setting Up Geographical Information

Importing Geographies

Use the Manage Geographies task to import geographical information.

The Manage Geographies task of the Agency Profile functional area in Oracle Functional Setup Manager enables you to import geographies into your interface tables. For detailed instructions on importing geographies, see [How You Import Geographies](#).

Importing geographies automatically populates data for the following tasks:

- Manage Countries ([Setting Up Counties](#))
- Manage States ([Setting Up States](#))
- Manage Counties ([Setting Up Counties](#))
- Manage Cities ([Setting Up Cities](#))
- Manage Public Sector Currencies ([Setting Up Currencies](#))

Setting Up Countries

A country definition includes the country name and various identifying codes.

You add, modify, and delete countries on the Country page.

Adding a Country

1. Select **Common Setup > Country**.
2. On the Country page, click **Add**.
3. On the Country Details page, enter values for the following fields:

Page Element	Description
Country Code	Enter a the unique code that your system uses for the country. For example, you might enter <i>FRA</i> for France.
ISO Alpha 2 Code	Enter the two-letter International Organization of Standardization (ISO) code for the country. For example, you would enter <i>FR</i> as the code for France.
ISO Numeric 3 Code	Enter the three-digit United Nations (UN) M.49 code for the country. For example, you would enter <i>250</i> as the code for France.
Country Name	Enter the name of the country as it appears in your system.

Page Element	Description

4. Click **Save**.

Modifying a Country

1. Select **Common Setup > Country**.
2. Click a row on the Country page.
3. On the Country Details page you can:
 - o Update the country field values.
 - o **Note:** You cannot edit the **Country Code**.
 - o Delete the country. You will be prompted to confirm the permanent deletion.
4. Click **Save**.

Deleting Countries

1. Select **Common Setup > Country**.
2. Click **Edit**.
3. Select the check boxes next to all the countries you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

Setting Up States

A state definition includes information such as the state name, country, and various ID codes.

You add, modify, and delete states on the State page.

Adding a State

1. Select **Common Setup > State**.
2. On the State page, click **Add**.
3. On the State Details page, enter values for the following fields:

Page Element	Description
Country	Enter the code for the country that the state is in.
State Code ISO	Enter the International Organization of Standardization (ISO) code for the state.
Code	Enter the unique code that your system uses for the state.

Page Element	Description
State Name	Enter the name of the state.
Type	Enter the subdivision type.
GNIS ID	Enter the Geographic Names Information System (GNIS) ID for the state's location.

4. Click **Save**.

Modifying a State

1. Select **Common Setup > State**.
2. Click a row on the State page.
3. On the State Details page you can:
 - o Update the state field values.
 - Note:** You cannot edit the **Country** or **State Code ISO** fields.
 - o Delete the state. You will be prompted to confirm the permanent deletion.
4. Click **Save**.

Deleting States

1. Select **Common Setup > State**.
2. Click **Edit**.
3. Select the check boxes next to all the states you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

Setting Up Cities

A city definition includes information such as the city name, country, state, and certain ID codes.

You add, modify, and delete cities on the City page.

Adding a City

1. Select **Common Setup > City**.
2. On the City page, click **Add**.
3. On the City Details page, enter values for the following fields:

Page Element	Description
Country Code and State Code	Enter the codes for the country and state in which the city is located.

Page Element	Description
County	Enter the five-digit International Committee for Information Technology Standards (INCITS) code for the county in which the city is located.
FIPS Code	Enter the seven-digit Federal Information Processing Standard (FIPS) code for the city.
City Name	Enter the name of the city.
GNIS ID	Enter the Geographic Names Information System (GNIS) ID for the city's location.

4. Click **Save**.

Modifying a City

1. Select **Common Setup > City**.
2. Click a row on the City page.
3. On the City Details page you can:
 - o Update the city field values.
 - Note:** You cannot edit the **Country Code**, **State Code**, or **County** fields.
 - o Delete the city. You will be prompted to confirm the permanent deletion.
4. Click **Save**.

Deleting Cities

1. Select **Common Setup > City**.
2. Click **Edit**.
3. Select the check boxes next to all the cities you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

Setting Up Counties

A county definition includes information such as the county name, country, state, and certain ID codes.

You add, modify, and delete counties on the County page.

Adding a County

1. Select **Common Setup > County**.
2. On the County page, click **Add**.

3. On the County Details page, enter values for the following fields:

Page Element	Description
Country and State	Enter the codes for the country and state that the county is in.
INCITS Code	Enter the five-digit International Committee for Information Technology Standards (INCITS) code for the county.
County Name	Enter the name of the county.
FIPS Code	Enter the seven-digit Federal Information Processing Standard (FIPS) code for the county.
GNIS ID	Enter the Geographic Names Information System (GNIS) ID for the county's location.

4. Click **Save**.

Modifying a County

1. Select **Common Setup > County**.
2. Click a row on the County page.
3. On the County Details page you can:
 - o Update the county field values.
 - Note:** You cannot edit the **Country, State, or INCITS Code** fields.
 - o Delete the county. You will be prompted to confirm the permanent deletion.
4. Click **Save**.

Deleting Counties

1. Select **Common Setup > County**.
2. Click **Edit**.
3. Select the check boxes next to all the counties you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

Setting Up Currencies

A currency definition includes currency codes, a description, and the number of decimals that can be used to represent an amount in the currency.

You add, modify, and delete currencies on the Currency page.

Adding a Currency

1. Select **Common Setup > Currency** .
2. On the Currency page, click **Add**.
3. On the Currency Details page, enter values for the following fields:

Page Element	Description
Currency Code	Enter a the unique code that your system uses for the currency.
ISO Code	Enter the three-digit International Organization of Standardization (ISO) 4217 numeric code for the currency. For example, you would enter <i>840</i> for the US dollar.
Description	Enter a short description of the currency.
Decimal Position	Enter the number of decimal places that can be used to represent an amount for the currency. For example, the United States dollar uses two decimal positions.

4. Click **Save**.

Modifying a Currency

1. Select **Common Setup > Currency** .
2. Click a row on the Currency page.
3. On the Currency Details page you can:
 - o Update the currency field values.
 - o **Note:** You cannot edit the **Currency Code** field.
 - o Delete the currency. You will be prompted to confirm the permanent deletion.
4. Click **Save**.

Deleting Currencies

1. Select **Common Setup > Currency** .
2. Click **Edit**.
3. Select the check boxes next to all the currencies you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

3 Setting Up Your Agency

Setting Up Agencies

An agency is an organization that offers a range of services to its constituents, including issuing permits and licenses. Administrators add and modify agency information using the Agency page.

Set up exactly one agency, with agency ID 1. Oracle does not currently support multiple agencies.

Adding an Agency

1. Select **Common Setup > Agency**.
2. On the Agency Information tab, click **Add**.
3. On the Agency Information - Details page, enter values for the following fields:

Page Elements	Definition
Agency ID	Enter the number 1 as the ID for your agency.
Name and Description	Enter a name and a short description for the agency.
Country	Enter the country in which the agency is located. This value is informational only. Address fields throughout the system support only USA addresses.
Currency	Enter the currency that the agency uses for financial transactions. This value is informational only. It does not affect the currencies for fees, cash drawers, or payment adaptors.
Time Zone	Select your agency's local time zone. All times displayed in Oracle Public Sector Compliance and Regulation use this time zone.
Parcel Owner Format	This field is reserved for future functionality. Currently, regardless of your selection, parcels have one field to identify the parcel owner and an additional field to identify a secondary owner.
Time Format, Date Format, and Number Format	Select the default formats that the agency uses to display times, dates, and numbers for anonymous users.

Page Elements	Definition
Hide property owners from public users	Turn on this switch to hide property owner information from public users.
Oracle Policy Automation ID	<p>Enter the unique identifier for an agency-wide Oracle Intelligent Advisor policy model.</p> <p>Oracle Intelligent Advisor is a separate Oracle product. Oracle Intelligent Advisor policy models provide logic models for questionnaires that help public users determine which applications they need to complete.</p> <p>The policy model that you enter here is used by offerings that do not have an offering-specific policy model. To specify an offering-level policy definition, select the Features tab on the Agency Information page, then click the Options link for the offering.</p> <p>For more information on Oracle Intelligent Advisor, see Overview of Oracle Intelligent Advisor Configuration.</p>
Business Number Rule	<p>Select the autonumbering rule to increment numbers for businesses.</p> <p>Note: This field is required if the Business Licenses offering is enabled for your agency. Autonumber rules need to be defined after you create the agency, so be sure to return to the agency pages to add the business number autonumber rule that you define.</p>
Location Number Rule	<p>Select the autonumbering rule to increment numbers for business locations.</p> <p>Note: This field is required if the Business Licenses offering is enabled for your agency. Autonumber rules need to be defined after you create the agency, so be sure to return to the agency pages to add the location number autonumber rule that you define.</p>

4. Click **Save**.

Modifying an Agency

1. Select **Common Setup > Agency**.
2. Click a row on the Agency Information tab.
3. Update the agency information field values.
4. Click **Save**.

Adding an Agency Address

1. Select **Common Setup > Agency**.
2. Click a row on the Agency Information page.
3. Select the Addresses tab, and click **Add**.
4. On the Addresses - Details page, enter values for the following fields:

Page Elements	Definition
Address ID	Enter a unique ID for the address.
Primary	Select to indicate that this is the primary address for the agency. An agency may have only one primary address.
From Date and To Date	Enter the date range for which the address is valid.
Address Fields	<p>The agency address. The Country field displays <i>US</i>.</p> <p>As you enter a Postal Code, the type-ahead list shows values that include appropriate city and state combinations. After you select a value, the city and state appear as read-only fields, and two address fields appear so that you can enter the rest of the address.</p> <p>If you don't know the postal code, click the Don't know link to display a full set of address fields.</p>

5. Click **Save**.

Modifying an Agency Address

1. Select **Common Setup > Agency**.
2. Click a row on the Agency Information tab.
3. Select the Addresses tab.
4. Click a row on the Addresses tab. You can:
 - o Update the agency address field values.

Note: You cannot change a primary address row to non-primary. Instead, when you update a non-primary row to primary, all other address rows are saved as non-primary.
 - o Delete the address. You will be prompted to confirm the permanent deletion.

Note: You cannot delete primary address rows.

5. Click **Save**.

Deleting an Agency Address

1. Select **Common Setup > Agency**.

2. Click a row on the Agency Information tab.
3. Select the Address tab.
4. Click **Edit**.
5. Select the check boxes next to all the agency addresses that you want to delete.
6. Click **Delete**. You will be prompted to confirm the permanent deletion.

Note: You cannot delete primary address rows. To delete an address row that is designated as primary, you must first designate a different address row as primary. This changes the previously primary row to non-primary, allowing it to be deleted.

Adding an Agency Language

1. Select **Common Setup > Agency**.
2. Click the row for your agency on the Agency Information tab.
3. Select the Languages tab.

The languages displayed here are available for users to select as the current session language and default language on the My Preferences page accessed from the profile icon in the global banner.

4. Click **Add**.
5. Enter values for the following fields:

Page Elements	Definition
Language	Select the language you want to add.
Primary	Select to indicate that this is the primary language for the agency. An agency may have only one primary language.
From Date and To Date	Enter the date range for which the language is valid.

6. Click **Save**.

Modifying an Agency Language

1. Select **Common Setup > Agency**.
2. Click the row for your agency on the Agency Information tab.
3. Select the Languages tab.
4. Click the row for the language that you want to modify. You can:
 - o Make this language the primary language for the agency. When you do this, the existing primary language becomes non-primary.
 - o Edit the date range for the language.
 - o Delete the language. You will be prompted to confirm the permanent deletion.

Note: You cannot delete primary language rows.

5. Click **Save**.

Configuring Agency-Level Options for Specific Offerings

The Features tab lists offerings that are enabled in Functional Setup Manager (FSM). Because features are enabled in FSM, you can ignore the Enabled field on this page. Use the Options link to configure offering-specific settings.

The Permits offering encompasses both Permits and Planning and Zoning. For more information about configuring Permit and Planning and Zoning options, see [Setting Up Agency-Level Options](#).

For more information about configuring Code Enforcement options, see [Setting Up Agency-Level Options for Code Enforcement](#).

Enabling Subledger Accounting

1. Select **Common Setup > Agency**.
2. Click the row for your agency on the Agency Information tab.
3. Select the Oracle Financials tab.

Note: This tab appears only if you select Financials Cloud Subledger Accounting as your accounting framework option in Functional Setup Manager. For more information, see [Selecting an Accounting Framework](#).

4. Turn on the **Create Subledger Accounting** switch.
5. Select your agency's ledger in the **Financials Cloud Ledger** field.
6. Click **Save**.

For more information on Oracle Financials Cloud Subledger Accounting, see [Oracle Financials Cloud Implementing Subledger Accounting](#) and [Oracle Financials Cloud Using Subledger Accounting](#)

Setting Up Conditions

A condition indicates a dependency or contingency for completing the application process. You set up conditions on the Conditions page.

You add, modify, and delete conditions on the Conditions page.

Condition Overview

A condition indicates a status, criterion, or action that can apply to an object in the system, such as a permit or a planning application.

Conditions are defined with a severity that might affect operations when applied. Condition rules with a **Hold** severity prevent one or more of the operations that are selected at the time of applying the condition. Condition rules with a **Lock** severity prevent all operations as described in the table here.

Rule	Applicable Objects	Usage
Prevent New	Parcel, Person, and Address	Agency staff applies a condition to a parcel record that prevents an applicant from submitting any new permit or planning application that contains a parcel object.

Rule	Applicable Objects	Usage
Prevent Workflow Advancing	Permit and planning application	Agency staff applies a condition to a permit or planning application record that prevents workflow from advancing. The permit or planning application workflow tasks cannot be completed until the condition is resolved.
Prevent Issue or Final	Permit and planning application	Agency staff applies a condition to a permit or a planning application record that prevents the permit or application cycle from completing its final step until the condition is resolved. Your workflow process definition must explicitly identify the final human task that is blocked by this condition. Use the PSC_FINAL_ACTIVITY custom property to identify this task. See <i>Using Custom Properties</i> .
Restrict Payment	Permit and planning application	Agency staff applies a condition to a permit or a planning application record that prevents a user from processing a payment.
Prevent Inspection Schedule	Permit	This condition rule prevents agency staff from scheduling a new inspection. It does not affect existing inspections that have already been scheduled.
Prevent Inspection Result	Permit	This condition rule prevents agency staff from finalizing the inspection results.

Adding Conditions

1. Select **Common Setup > Condition**.
2. On the Condition page, click the **Add New** button.
3. On the Condition Details page, enter values for the following fields:

Page Element	Description
Condition Name	Enter a unique condition name.
Object Type	Select an object type to categorize the condition, based on the object type to which it is applied: <ul style="list-style-type: none"> ○ Address ○ Parcel ○ Person ○ Transaction
Display Message	Enter a message that will be displayed to external users, up to 150 characters.

Page Element	Description
Severity	<p>Select a severity level for each condition from these options:</p> <ul style="list-style-type: none"> ○ <i>Lock</i> <p>At the most severe level, the <i>Lock</i> condition suspends all operations, including workflow advancing, payment processing, inspection scheduling, and inspection results.</p> <ul style="list-style-type: none"> ○ <i>Hold</i> <p>Agency staff can select which rules to apply to conditions with the <i>Hold</i> level of severity.</p> <ul style="list-style-type: none"> ○ <i>Notice</i> <p>The <i>Notice</i> level functions as an alert and has no effect on operations. For more information, see Applying Conditions to Applications.</p>
Description	Enter a description.
Apply Condition to Transactions	Select to enable the condition to be applied automatically to any existing transactions belonging to the parcel or person. This field is available only if you have selected the Parcel or Person object type.

4. Verify that the **Enabled** switch is turned on. New conditions are active by default.
5. Click **Save**.

Modifying Conditions

1. Select **Common Setup > Condition**.
2. Click a row on the Condition page.
3. On the Condition Details page you can update the display message, severity, description, and the **Enable** switch.
4. Click **Save**.

Deleting Conditions

1. Select **Common Setup > Condition**
2. Click a row on the Condition page.
3. On the Condition Details page, click **Delete** to delete the condition.

Note: You can delete a condition only if it is not applied to any object such as a parcel, person, permit, or a planning application. If you try to delete a condition that is applied to a permit, you will see an error message stating that you cannot remove the condition because it has already been applied.

For more information, see the documentation [Applying Conditions to Applications](#).

Setting Up Autonumbering

Set up autonumber rules to increment identifying numbers for documents such as permits and invoices. The identifying numbers can include multiple parts, and each part can represent either a sequential number, static text, or a date.

You add, modify, and delete autonumber rules on the Autonumber page.

This example illustrates the Autonumber Details page.

Autonumber Details

Rule Header

* Rule Name [Copy Existing Rule](#)

* Description

* Maximum Size

* Number Type

Reset Sequential Number

Rule Definition

Number of Parts Next Number Preview PER-1000000-JUL18

Part 1 Separator

Part 2 Maximum Length Zero-padding Separator

Part 3

Adding an Autonumber Rule

1. Select **Common Setup > Autonumber**.
2. On the Autonumber page, click **Add**.
3. On the Autonumber Details page, enter values for the fields in the **Rule Header** section:

Page Element	Description
Rule Name	Enter a unique name for the rule. The name can't include spaces.
Copy Existing Rule	Click this link to copy the rule definition from an existing autonumber rule. The copy action copies the number type and the reset frequency as well as the actual rule definition.

Page Element	Description
	Clicking the link opens a modal window with a list of existing autonumber definitions. Locate the definition you want to copy, then click the Select button for that definition
Description	Enter a description for the autonumber rule.
Maximum Size	<p>Indicate the maximum length of the generated number.</p> <p>Note: As you set up your autonumber rule, take care that the maximum size of the autonumber accommodates the maximum length of each part of the identifier plus any separators that you define.</p>
Number Type	<p>Select the type of object that uses this autonumber rule. When you choose an autonumber rule for an object, only rules with the appropriate type are available.</p> <p>These are the available number types:</p> <ul style="list-style-type: none"> ○ <i>Business entity</i> ○ <i>Business license</i> ○ <i>Case</i> ○ <i>Cashier session</i> <p>Note: If you select this number type, make sure that the rule uses only <i>Sequential</i> part types.</p> <ul style="list-style-type: none"> ○ <i>Code inspection</i> ○ <i>Deposit slip</i> ○ <i>Incident</i> ○ <i>Inspection</i> ○ <i>Invoice</i> ○ <i>Permit</i> ○ <i>Planning application</i> ○ <i>Project</i> ○ <i>Receipt</i> <p>Note: You can't change the number type for a rule that is already in use.</p>

Page Element	Description
Reset Sequential Number	<p>The identifier that an autonumber rule generates can include a mix of static text, a date, and a sequential number. Select how often the sequential number portion of the identifier is reset to zero:</p> <ul style="list-style-type: none"> ○ <i>Calendar month</i>: The sequential number resets to zero at the beginning of each month. ○ <i>Calendar year</i>: The sequential number resets to zero on January 1 of each year. ○ <i>Fiscal year</i>: The sequential number portion resets to zero on the first day of your fiscal year. When you select this option, the Fiscal Year End Month field appears. ○ <i>None</i>: Sequential numbers continue to increment as defined without resetting.
Fiscal Year End Month	<p>If you reset the sequential number portion of the identifier on the first day of the fiscal year, select the month when your fiscal year ends. For example, if your fiscal year end month is <i>June</i>, then the sequential number resets to zero on July 1 of each year.</p>

4. In the **Rule Definition** section of the page, enter the number of parts, or segments, for the rule:

Page Element	Description
Number of Parts	<p>Select the number of parts, or segments, comprising the rule, up to 5 parts. Segments can be static text, a date, or a sequential number.</p> <p>For example, the identifier <code>IVC-0000010067-OCT10</code> is made of 3 segments (static text, then a sequential number, then a date) separated by hyphens. The identifier <code>INVOICE_001</code> is made of 2 segments (static text and a sequential number) separated by an underscore.</p> <p>When you select the number of parts, the corresponding number of rows appear in the rule definition grid. For example, if there are two parts, then rows labeled Part 1 and Part 2 appear.</p>

5. In the rule definition grid, select the part type for each row, then enter the related information in the additional fields that appear.

Part Type	Related Information
<i>Static Text</i>	<p>In the unlabeled field that appears next to the part type, enter text that remains the same for all identifiers. For example, enter <code>IVC</code> or <code>INVOICE</code>.</p> <p>Note: Do not include spaces in the static text.</p> <p>Cashier session IDs must be numeric, so don't include any static text in an autonumber definition with the <i>Cashier Session</i> number type.</p>

Part Type	Related Information
Sequential	<ul style="list-style-type: none"> a. In the unlabeled field that appears next to the part type, enter the next document number to use. The number must be 1 or greater. The system increases this number by one each time a new identifier is generated and saved. b. In the Maximum Length field, Enter the maximum number of digits for the sequential number. Select a number from one to ten. c. Select the Zero Padding check box to add zeros before the generated number to make up the number of digits in the definition. For example, if the maximum length of this part is 5 digits, and the current number is 15, zero padding formats this part as 00015.
Date	<p>In the unlabeled field that appears next to the part type, select the date format.</p> <p>Note: Don't include dates for <i>Cashier Session</i> autonumbers, which must be numeric only.</p> <p>The available date formats are made of these date codes in various combination:</p> <ul style="list-style-type: none"> o Years: YYYY represents the year with its full four digits, and YY represents the year by its last two digits. o Month Numbers: MM represents the month as a two-digit number. o Month Abbreviations: MMM represents the month as a three-character abbreviation in English, such as JAN for January. The values are not translated into the user's session language. Formats that include MMM are available only if the agency's language is English. o Days: DD represents days as two-digit numbers. This is the only option for days. o Quarters: Q represents quarters. For example, the code for the first quarter of the year is 1. <p>If you select <i>Fiscal year</i> in the Reset Sequential Number field, all numeric months, years, and quarters are counted from the beginning of the fiscal year. For example, if the Fiscal Year End Month is <i>June</i>, then:</p> <ul style="list-style-type: none"> o The MM value for June is 12, for July is 01, and so forth. o The YYYY value is the calendar year when the fiscal year ends. In the year 2025, January-June are part of the 2024-2025 fiscal year, so YYYY is 2025 during those months. But July-December of 2025 are part of the 2025-2026 fiscal year, so YYYY is 2026 during those months. o The Q value for April through June is 4, for July through September is 1, and so forth.

6. In the rule grid, select a **Separator** to appear after each part except the last.

Select from the following separators:

- o (None)
- o - (hyphen)
- o / (forward slash)
- o * (asterisk)

7. Verify the generated number for the selected date format and separators in the **Next Number Preview** field.

8. Click **Save**.

An error appears if the overall maximum size of the autonumber doesn't accommodate the maximum lengths of all of the parts and separators that you define.

Modifying an Autonumber Rule

1. Select **Common Setup > Autonumber**.
2. On the Autonumber page, click the row you want to modify.
3. Update the rule header and rule definition fields on the Autonumber Details page.
4. Click **Save**.

Deleting an Autonumber Rule

Note: You can't delete autonumber rules that are already in use.

1. Select **Common Setup > Autonumber**.
2. Click the row you want to modify.
3. On the Autonumber Details page, click **Delete**.

Setting Up Code Types

Code types are specific published codes, guidelines, ordinances, and so forth. Examples might include the International Building Code, published by the International Code Council (ICC), and the National Fire Code, published by the National Fire Protection Association (NFPA).

Note: Code types are not currently used in the public sector application.

You add, modify, and delete code types on the Code Type page.

Adding a Code Type

1. Select **Common Setup > Code Type**.
2. On the Code Type page, click **Add**.
3. On the Code Type Detail page, enter values for the following fields:

Page Element	Description
Code Type ID	Enter a unique code type ID for a specific code type. For example, enter <i>IFC</i> for International Fire Code.
Name	Enter the complete name of the code type.
Description	Enter a description of the code type.

4. Click **Save**.

Modifying a Code Type

1. Select **Common Setup > Code Type**.
2. Click a row on the Code Type page.
3. On the Code Type Detail page you can update the code name and description.
4. Click **Save**.

Deleting Code Types

1. Select **Common Setup > Code Type**.
2. To view a definition before deleting it, click the row to be deleted, then click the **Delete** button on the Code Type Details page.
3. To delete one or more definitions without viewing details:
 - a. Click **Edit**.
 - b. Select the check boxes next to the definitions that you want to delete.
 - c. Click **Delete**.

You will be prompted to confirm the permanent deletion.

Setting Up Code References

Code references provide detailed specifications that come from a broad range of codes, guidelines, ordinances, and so forth. Even if the source document does not use the word “code,” use the Code References pages to enter the information into the system. A code reference maps to a specific section in the source document.

Note: The code references described in this topic are not currently used in the public sector application. To set up code references for code enforcement, see [Setting Up Code References for Code Enforcement](#).

You add, modify, and delete code references on the Code Reference page.

This example illustrates the Code Reference Details page.

Code Reference Details

* Standard Type

* Standard Name

* Code Section

* Effective Start Date

Effective End Date

* Code Type

* Description

URL

Content To access instructions, place the cursor in the text editor and press Alt + 0.

Font Size **B** *I* U

Emergency power systems shall automatically provide secondary power within 10 seconds after primary power is lost, unless specified otherwise in this code. Standby power systems shall automatically provide secondary power within 60 seconds after primary power is lost, unless specified otherwise in this code.

Prerequisites

Before you set up code references, you must define:

- Code types, which represent specific published documents that contain codes, guidelines, and so forth. See [Setting Up Code Types](#).
- Standard types, which describe the different fields or disciplines that codes relate to. Examples might include fire safety or electrical systems.

Set up standards types by defining values for the ORA_PSC_CC_STD_CODE_TYPE lookup type. Define these values on the Lookup Type pages. See [Setting Up Lookups](#).

Adding a Code Reference

1. Select **Common Setup > Code Reference**.
2. On the Code Reference page, click **Add**.
3. On the Code Reference Detail page, enter values for the following fields:

Page Element	Description
Standard Type	Select the type of standard that the code falls under. Standard types represents fields or disciplines such as <i>Materials</i> , <i>Engineering</i> , or <i>Installation</i> .

Page Element	Description
Standard Name	Enter the title of the section that contains this code reference. This title comes from the source document.
Code Section	Enter the section number for this code reference. The number uniquely identifies this reference within the source document.
Effective Start Date and Effective End Date	Enter the official effective start date of the code reference, and optionally enter an end date.
Code Type	Select a code type from the values that you defined on the Code Type page. The code type identifies the source document. See <i>Setting Up Code Types</i>
Description	Enter a description of the reference.
URL	Enter a URL link to the source document.
Content	Enter detailed content copied from the source document.

4. Click **Save**.

Modifying a Code Reference

1. Select **Common Setup > Code Reference**.
2. Click a row on the Code Reference page.
3. On the Code Reference Detail page, make any necessary changes.
4. Click **Save**.

Deleting a Code Reference

1. Select **Common Setup > Code Reference**.
2. Click a row on the Code Reference page.
3. On the Code Reference Detail page, click **Delete**.

You will be prompted to confirm the permanent deletion.

Setting Up Contact Types

A contact type describes the role or position of a contact person for an application. Contact types are used only for application contacts, not for profile contacts.

Permit Access for Contacts

For permits, the contact type you assign to a contact determines whether the contact has access to the permit. When you set up contact types, you choose whether they have permit access. For example, you might enable access for contractors and homeowners, but not for lawyers.

For a given permit, if a contact's contact type allows permit access *and* the contact email matches the account email for a registered user, then that registered user can access the permit after the application is submitted. To access the permit, the contact searches for it using the search field in the global banner. The permit is not listed in the contact's own list of applications.

With permit access, the contact can do the following:

- View complete applicant information, including information that is hidden from the general public.
- View plan review data.
- View contractor data.
- View permit attachments at all times, and add attachments until the permit is closed.
- View comments, including permit, plan review, inspection, and workflow comments.
- View inspections and inspection checklists.
- View fee information.
- View communications that are visible to the applicant.
- Schedule inspections
- Print the permit, and print payment receipts.

There are, however, things that the contact can't do, including:

- View application details.
- Make payments, or make payment cart changes related to the permit.
- Access web forms and web form attachments.
- Make changes to the list of related transactions.

Adding a Contact Type

1. Select **Common Setup > Contact Type**.
2. On the Contact Type page, click **Add**.
3. On the Contact Type Detail page, enter values for the following fields:

Page Element	Description
Contact Type	Enter the type of contact, such as <i>Business Owner</i> , <i>Individual</i> , or <i>Emergency Contact</i> .

Page Element	Description
Description	Enter a description of the contact type.
Permit Access Enabled	Indicates whether permit contacts with this contact type are granted access to the permit. To access the permit, the contact must be a registered user, and the contact email must match the account email.

4. Verify that the **Enabled** switch is turned on.
The switch is on by default for a new contact type.
5. Click **Save**.

Modifying a Contact Type

1. Select **Common Setup > Contact Type**.
2. Click a row on the Contact Type page.
3. Make the desired changes on the Contact Type Detail page.
4. Click **Save**.

Deleting Contact Types

1. Select **Common Setup > Contact Type**.
2. To view a definition before deleting it, click the row to be deleted, then click the **Delete** button on the Contact Type Details page.
3. To delete one or more definitions without viewing details:
 - a. Click **Edit**.
 - b. Select the check boxes next to the definitions that you want to delete.
 - c. Click **Delete**.

You will be prompted to confirm the permanent deletion.

Setting Up Project Types

A project type describes the kind of project that an agency staff can select at the time of creating a project. You add new project types based on the nature of the project you are adding. Selection of a project type is mandatory while creating a new project, so, a minimum of one project type is required to be set up.

You add, modify, and delete project types on the Project Type page.

Adding a Project Type

1. Select **Common Setup > Project Type**.
2. On the Project Type page, click **Add**.

- On the Project Type Detail page, enter values for the following fields:

Page Element	Description
Project Type	Enter the type of project, such as Commercial Project or Residential Project.
Rule ID	Select a rule ID. Rule ID is an autonumbering sequence that you set up for a particular project type. When you are creating a project with a certain project type, a project ID is generated based on the sequence defined for the project type. Rule IDs are created using the Autonumber page. For more information, see Setting Up Autonumbering .
Description	Enter a description of the project type.
Long Description	Enter a detailed description of the project type.
Document Group	Select a document group to allow your users to organize the various categories of attachment files into a grouping. See Setting Up Document Categories and Subcategories and Setting Up Document Groups .

- Verify that the **Enabled** switch is turned on. The switch is turned On by default for a new project type.
- Click **Save**.

Modifying a Project Type

- Select **Common Setup > Project Type**
- Click a row on the Project Type page.
- On the Project Type Detail page you can:
 - Update the rule ID, description, and long description.
 - Turn off the **Enabled** switch to deactivate the project type.
- Click **Save**.

Deleting a Project Type

- Select **Common Setup > Project Type**
- To view a definition before deleting it, click the row to be deleted, then click the **Delete** button on the Project Type Details page.
- To delete one or more definitions without viewing details:
 - Click **Edit** on the Project Type page.
 - Select the check boxes next to the definitions that you want to delete.
 - Click **Delete**. You will be prompted to confirm the permanent deletion.

Note: You can delete a project type only if it is **not** used by any project. When you attempt to delete a project type that is used by a project, the Public Sector Cloud Service displays a message that you cannot delete the project type as it is already in use by a project.

Setting Up Lookups

This topic describes how to add and change values that appear in lookup lists. Lookup lists are referenced by various fields in the application that display a static set of values from which the end user can select a value.

Lookup Types and Lookup Values Overview

Lookup types in applications are used to represent a set of codes and their translated meanings. To the end users, a lookup type displays a list of values from which they select values.

You use the Lookup Types page to access lookup types, and you use the Lookup Type Details page to modify lookup types, add lookup values, and add lookup types, where authorized.

When working with lookups, you deal with lookup types and lookup values.

Lookup Element	Description
Lookup Type	A lookup type is a static list of values users view to make entries in the application. The application references a lookup type to display its list of values.
Lookup Value	A lookup value is a single item contained within a lookup type. For example, <i>Paid</i> is a lookup value for the Fee Status lookup type. Lookup types typically contain numerous lookup values.

Lookup types are delivered as seed data for your service. You can only modify selected lookup types, such as Business Type, UOM Type, Standard Code Type, and so on. Most lookup types are read-only.

Modifying Lookup Types

Lookup types can be associated with lookup lists on:

- Pages in your offering.
- Predefined field groups added to intake forms.
- User-defined fields added to intake forms.

Note: Lookup lists created for user-defined fields in an intake form can only be viewed from the Lookup Type page after the form has been published. Managing lookup lists for user-defined fields should be completed only within the Intake Form Designer.

This example illustrates the Lookup Type page. Details are in the surrounding text.

Lookup Type

Lookup Type	Meaning	Application	Module	Configuration Level
ORA_PSC_PER_INS_CONTACT	Contact method	Permits	Permit Inspections	Extension >
ORA_PSC_PER_INS_SIG	Inspector Signature Option	Permits	Permit Inspection Setup	System >
ORA_PSC_PER_INS_SYS_STATUS	Inspection System Status	Permits	Permit Inspection Setup	System >
ORA_PSC_PER_ORIGINATOR	Record Originator	Permits	Application Intake	System >
ORA_PSC_PER_OWNER_SIG	Owner Signature Option	Permits	Permit Inspection Setup	System >
ORA_PSC_PER_PUB_USER_ENABLED	Public User Enabled	Permits	Application Intake	System >
ORA_PSC_PER_RECORD_STATE	Record State	Permits	Application Intake	System >
ORA_PSC_PER_REC_SYS_STATUS	Record System Status	Permits	Permit Setup	System >

Page 2 of 8 (9-16 of 62 items) K < 1 2 3 4 5 ... 8 > X Show Default ▾

To modify a lookup type:

1. Select **Common Setup > Lookups**.
2. On the Lookup Types page use the Search box to filter the lookup types by keyword.

For example, to view the Business Type lookup type, enter *business* in the Search box.

3. Click on the row for the lookup type you want to view.
4. View the contents of the Lookup Type Details page.

Page Element	Description
Lookup Type	Identifies the lookup type within the application.
Application	Identifies the application that uses the lookup type. For example, Permits, Common Components, and so on.
Meaning	The actual UI display name used to represent the list of values contained in the lookup type.
Configuration Level	Indicates at what level the lookup can be modified. Options are: <ul style="list-style-type: none"> ○ <i>System</i>: Only Oracle development teams can modify lookup types at this configuration level. ○ <i>Extension</i>: Customers can perform minimal tasks, such as add lookup values. ○ <i>User</i>: Customers can add lookup values, delete lookup values, update the meaning, and update the description.
Module	The internal application module using the lookup type, such as Billing Entry, Billing Setup, and so on.
Description	Identifies the purpose and use of the lookup type.

5. If you need to add lookup values, refer to the following section for steps for that task.
6. Click **Cancel** to close the lookup type, or click **Save** if you made any changes.

Adding Lookup Values

This example illustrated the Lookup Value Details page. Details are in the surrounding text.

Lookup Value Details

* Lookup Code

Display Sequence

Enabled

Start Date

End Date

* Meaning

Description

Tag

You can add lookup values to lookup types with a configuration level set to *User* or *Extension*.

To add lookup values:

1. Select **Common Setup > Lookups**.
2. On the Lookup Types page use the Search box to filter the lookup types by keyword.
For example, to view the Business Type lookup type, enter *business* in the Search box.
3. Click on the row for the lookup type you want to view.
4. On the Lookup Type Details page, click **Add** under Lookup Value Type.
5. On the Lookup Value Details page, enter these values:

Page Element	Description
Lookup Code	<p>An internal application code for each lookup value that is not visible to users. It is typically a shorter, less user-friendly representation of the item. For example, ORA_DRIVER_LIC for State Driver's License, or LEN for Length, if listing units of measurement.</p> <p>Note: Lookup lists created in the designer for user-defined fields on an intake form begin with <i>PSC</i>.</p>
Display Sequence	<p>Control in what sequence the lookup value appears in the list displayed to users, where 2 appears above 3. If you do not specify a sequence, the application displays the items in the order they were entered.</p>
Enabled	<p>Turn on to make a lookup value active. If a lookup value is not enabled, then the application does not display it to the end user in the list of values for that lookup type.</p> <p>Note: It is not recommended to disable lookup values once your implementation is in production because this can invalidate existing transaction data.</p>
Start Date	<p>Set a start date for the lookup value to become active. Even if the lookup value is enabled, if a start date is set, the application does not display the lookup value until the start date is reached.</p>
End Date	<p>Set an end date for a lookup value to no longer be displayed in a list of values.</p>
Meaning	<p>The display name for the lookup value. End users see this value in the list of values displayed at run time. They do not see the Lookup Code value.</p>
Description	<p>Provide any additional information to help identify the purpose of the lookup value or clarification regarding what it represents.</p>
Tag	<p>Tags allow you to add a label to your lookup codes. A tag can be used to categorize lookups based on facilitating searches or guiding how a lookup should be used.</p>

6. Click **Save**.

Working with Configuration Levels

The configuration level attribute determines who can modify a lookup type and what can be modified. The configuration levels are:

- *System*: Only Oracle development teams can modify lookup types at this configuration level.
- *Extension*: Customers can perform minimal tasks, such as add lookup values.
- *User*: Customers can add lookup values, delete lookup values, update the meaning, and update the description.

Task	User	Extension	System
Add a lookup type	Yes	No	No
Delete a lookup type	Yes	No	No
Modify lookup type meaning	Yes	No	No
Modify lookup type description	Yes	No	No
Add lookup values	Yes	Yes	No
Delete lookup values	Yes (if you created it)	Yes (if you created it)	No
Modify lookup value attributes	Yes (except for Lookup Code)	Yes (if you created it, and except for Lookup Code)	No

Note: You can add values to lists defined in the designer for user-defined fields. Values entered through the Lookup Type page become available at runtime as soon as they are saved. Values added to lookup lists through the Intake Form Designer display at runtime only after the intake form is published.

Adding Lookup Types

To add a lookup type:

1. Select **Common Setup > Lookups**.
2. On the Lookup Types page click **Add** for the Lookup Type grid.
3. On the Lookup Type Details page, enter these values:
 - Lookup Type (The value you enter must be uppercase and can't begin with the prefix ORA_, which is used to distinguish your custom lookup types from delivered lookup types.)
 - Meaning
 - Module
 - Description
4. Click **Add** for the Lookup Value grid for each lookup value you need to add to the lookup type.
5. Click **Save**.

Setting Up Units of Measure

Units of measure are used to express measurements such as quantity or duration. Each unit of measure must have a unit type such as *Length*, *Area*, or *Time*.

You add, modify, and delete units of measure on the Unit of Measure page.

Adding a Unit of Measure

1. Select **Common Setup > UOM**.
2. On the Unit of Measure page, click **Add**.
3. On the Unit of Measure Details page, enter values for the following fields:

Page Element	Description
Unit of Measure	Enter a unique unit of measure ID.
Description	Enter a description of the unit of measure.
Unit Type	Select the type of measurement. The delivered unit types are <i>Area</i> , <i>Length</i> , <i>Time</i> , and <i>Volume</i> . You can define additional values on the Lookup Type Details page. Add new values to the <i>ORA_PSC_CC_UOM_TYPE</i> lookup type.
ISO Code	Enter the ISO unit of measure code.

4. Click **Save**.

Modifying a Unit of Measure

1. Select **Common Setup > UOM**.
2. Click a row on the Unit of Measure page.
3. On the Unit of Measure Details page, make the necessary modifications.
4. Click **Save**.

Deleting Units of Measure

1. Select **Common Setup > UOM**.
2. To view a definition before deleting it, click the row to be deleted, then click the **Delete** button on the Unit of Measure Details page.
3. To delete one or more definitions without viewing details:
 - a. Click **Edit**.
 - b. Select the check boxes next to the definitions that you want to delete.

c. Click **Delete**.

You will be prompted to confirm the permanent deletion.

Setting Up Unit of Measure Conversions

A unit of measure (UOM) conversion definition specifies the factor for converting a unit of measure to an equivalent amount of a different unit of measure.

You add, modify, and delete unit of measure conversions on the UOM Conversion page.

Adding a UOM Conversion

1. Select **Common Setup > UOM Conversion**.
2. On the UOM Conversion page, click **Add**.
3. On the UOM Conversion Detail page, enter values for the following fields:

Page Element	Description
UOM	Select the unit of measure that is the starting unit for the conversion.
UOM To	Enter the target unit of measure. This unit of measure must be the same type as the original unit of measure. For example, you can convert a unit of length to another unit of length, but you can't convert a unit of length to a unit of weight.
Conversion Rate	Enter the conversion factor used to convert the original unit of measure to the target unit of measure. For example, to convert minutes to hours, enter a conversion rate of 60.

4. Verify that the **Enabled** switch is turned on.
The switch is on by default for a new UOM conversion.
5. Click **Save**.

Modifying a UOM Conversion

1. Select **Common Setup > UOM Conversion**.
2. Click a row on the UOM Conversion page.
3. On the UOM Conversion Detail page you can:
 - o Update the UOM conversion field values.
 - o Disable the UOM conversion by turning the **Enabled** switch off.
4. Click **Save**.

Deleting UOM Conversions

1. Select **Common Setup > UOM Conversion**.
2. To view a definition before deleting it, click the row to be deleted, then click the **Delete** button on the Unit of Measure Conversion Details page.
3. To delete one or more definitions without viewing details:
 - a. Click **Edit**.
 - b. Select the check boxes next to the definitions that you want to delete.
 - c. Click **Delete**.

You will be prompted to confirm the permanent deletion.

Setting Up Data Format Exchange Maps

The Data Format Exchange utility is a data-mapping utility that enables you to map fields between source and target locations.

Note: This utility is useful in situations where data must be exported from or imported to Public Sector Compliance and Regulation. Currently, this utility is only used by the Export Journals to ERP process.

Business analysts create and modify Data Format Exchange maps on the Data Format Exchange page.

Adding a Data Format Exchange Map

1. Select **Common Setup > Data Format Exchange**.
2. On the Data Format Exchange page, click **Add**.
3. For the Definition step, enter values for the following fields:

Page Element	Description
Mapping Name and Description	Enter a name and description for the data mapping.
Source Type	Select the type of source format to be included in the data mapping. Note: Currently, <i>VO</i> is the only valid value for this field.
Target Type	Select the type of target format to be included in the data mapping. Note: Currently, <i>CSV</i> is the only valid value for this field.

Page Element	Description
Enabled	Turn this switch on to make the data mapping available to select in the Mapping Name field on the Export Journals to ERP page. For more information on exporting journals, see <i>Exporting Journal Entries</i> .

4. Click **Next**.
5. For the Source step, enter values for the following fields:

Page Element	Description
Source Name	Selects the source view to be included in the data mapping, such as <i>Journals to Export</i> .

6. Click **Next**.
7. For the Target step, click **Upload** to select a file that will be updated with the results of the field mapping.
8. Click **Next**.
9. For the Mapping step, enter values for the following fields:

Page Element	Description
Target Field	Displays each field in the target format.
Source Field	Select the source field that you want to map to each target field.
Transform	Select an option to modify the value for the target field. <div style="border-left: 2px solid orange; padding-left: 10px; margin-left: 20px;"> <p>Note: Currently, <i>Constant</i> is the only valid value for this field.</p> </div>
Transform Parameter	Specify the parameter used to determine the value for the target field. For example, if the target field is <i>Effective Date</i> and the Transform value is <i>Constant</i> , the Transform Parameter might be <i>01/01/2018</i> .

10. Click **Submit** to save the Data Format Exchange map.

Note: At any point during the process, you can click **Previous** to go back one step. You can also click **Cancel** to exit the data mapping setup process and discard your changes.

Modifying a Data Format Exchange Map

1. Select **Common Setup > Data Format Exchange** .

2. Select a mapping on the Data Format Exchange page.
3. For the Definition step, you can enable or disable the data mapping.
4. Click **Next**.
5. You can't update any fields in the Source step.
6. Click **Next**.
7. For the Target step, you can click the file link to download a copy of the file.
8. Click **Next**.
9. For the Mapping step, you can update the values of the **Source Field**, **Transform**, and **Transform Parameter** fields.
10. Click **Submit** to save your changes to the Data Format Exchange map.

Note: At any point during the process, you can click **Previous** to go back one step. You can also click **Cancel** to exit the data mapping update process and discard your changes.

4 Setting Up Agency Schedules

Setting Up Holiday Calendars

Holiday calendars establish the days that agency offices are closed and no field service operations are offered.

These days appear as unavailable, non-working days in calendar views throughout the system such as for public user and inspector calendars. Non-working days in holiday calendars apply to all employees and do not need to be defined for employee profiles.

Each holiday calendar spans a date range that you define. Within that date range, you define individual events for each non-working holiday.

Administrators add, modify, and delete holiday schedules and events on the Holiday Calendar page.

Adding a Holiday Calendar

1. Select **Common Setup > Holiday Calendar**.
2. On the Holiday Calendar page, click **Add**.
3. On the Holiday Calendar Details page, enter values for the following fields:

Page Element	Description
Calendar ID and Description	Enter a unique ID and description for the calendar. For example, you might enter an ID of <i>2019</i> and a description of <i>Holiday Calendar 2019</i> .
Valid from Date and Valid to Date	Enter the date range for the holiday calendar. For example, you might enter a Valid from Date of <i>2019-01-01</i> and a Valid to Date of <i>2019-12-31</i> to represent a calendar that spans the entire 2019 calendar year.

4. Add an event.
 - Note:** You must have values defined for all required holiday calendar fields before you can add an event.
5. Click **Save**.
 - Note:** When you click **Save**, the Holiday Calendar page closes.

Adding an Event

1. Select **Common Setup > Holiday Calendar**.
2. Click a row on the Holiday Calendar page.
3. On the Holiday Schedule Details page, click **Add**.
4. On the Event Details page, enter an **Event ID**, an **Event Date**, and a **Description** for the event. For example, you might enter an ID of *MD*, a date of *May 29, 2017*, and a description of *Memorial Day*.
5. Click **Save**.

Modifying a Holiday Calendar

1. Select **Common Setup > Holiday Calendar** .
2. Click a row on the Holiday Calendar page.
3. On the Holiday Calendar Details page you can:
 - o Update the holiday schedule field values.
Note: You cannot edit the **Calendar ID**.
 - o Delete the holiday calendar. You will be prompted to confirm the permanent deletion.
 - o Add, modify, or delete events.
4. Click **Save**.
Note: When you click **Save**, the Holiday Calendar page closes.

Modifying an Event

1. Click a row on the Holiday Calendar Details page.
2. On the Event Details page you can:
 - o Update the event date or description.
 - o Delete the event. You will be prompted to confirm the permanent deletion.
3. Click **Save**.

Deleting Holiday Calendars

1. Select **Common Setup > Holiday Calendar** .
2. Click **Edit**.
3. Select the check boxes next to all the holiday schedules you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

Deleting Events

1. Click **Edit** on the Holiday Calendar Details page.
2. Select the check boxes next to all the events you want to delete.
3. Click **Delete**. You will be prompted to confirm the permanent deletion.

Setting Up Work Schedules

Work schedules establish the days of the week and daily hours of operation for agency employees.

Create schedules based on the type of employee and work location. Calendar views, such as inspector calendars, reference work schedules to determine the time slots that are displayed on the calendar as available for scheduling. Algorithms for assigning resources also use work schedules to determine availability. You assign work schedules to employee profiles using the Agency Staff page. See [Setting Up Agency Staff](#).

Administrators and business analysts add, modify, and delete work schedules on the Work Schedule page.

Adding a Work Schedule

1. Select **Common > Work Schedule**.
2. On the Work Schedule page, click **Add**.
3. On the Work Schedule Details page, enter values for the following fields:

Page Element	Description
Schedule ID and Description	Enter a unique ID and description for the schedule. For example, you might enter an ID of <i>OFFICESAT</i> and a description of <i>Saturday Office Schedule</i> .
Start Date	Enter the first day of the schedule.
End Date	Enter the last date of the schedule. You can leave this field blank to give the schedule an open end date.
Work Start Time and Work End Time	Enter the start and end time for the schedule. For example, you might enter a work start time of <i>09:00 AM</i> and a work end time of <i>05:00 PM</i> .
Break Start Time and Break End Time	<p>Enter the start and end time for a break within the schedule. For example, you might enter a break start time of <i>12:00 PM</i> and a break end time of <i>01:00 PM</i>.</p> <p>Note: These fields are optional, but if you enter a break start time, you must also enter a break end time.</p>
Recurrence and Weeks Between Occurrences	Select whether the schedule reoccurs weekly and how many weeks are between each occurrence. For example, if you select a recurrence of <i>Weekly</i> with <i>1</i> week between occurrences, the schedule repeats every week.
Work Days	Select the days of the weeks to which the schedule applies.

4. Click **Save**.

Note: For overnight work shifts that go past 12 am (midnight), you must create two schedules: one for the time period up until midnight, and one for the time period after midnight. For example, to create a weekday overnight shift that starts at 09:00 pm and ends at 06:00 am the following day, the first schedule would have a start time of 09:00 pm and an end time of 12:00 am on Monday through Friday. The second schedule would have a start time of 12:00 am and an end time of 06:00 am on Tuesday through Saturday.

Modifying a Work Schedule

1. Select **Common > Work Schedule** .
2. Click a row on the Work Schedule page.
3. On the Work Schedule Details page you can:
 - o Update the work schedule field values.
 - | **Note:** You cannot edit the **Schedule ID** field.
 - o Delete the schedule. You will be prompted to confirm the permanent deletion.
4. Click **Save**.

Deleting Work Schedules

1. Select **Common > Work Schedule** .
2. Click **Edit**.
3. Select the check boxes next to all the work schedules you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

5 Setting Up Your Agency Staff

Setting Up a Fusion Business Unit and Legal Entity

This topic discusses the **one-time setup** for Public Sector Compliance and Regulation administrators who are not using Fusion Human Capital Management (HCM), Enterprise Resource Planning (ERP), and Sales Cloud.

If you have implemented both Fusion Financials and Public Sector Compliance and Regulation (PSCR) services, then you must ensure that you migrate Financials Business Unit related tasks before any PSCR migrations. Migrate any changes you have made to the business unit configurations in the Financials offering before the Public Sector offering or the implementation projects are migrated from a non-production environment to your production environment.

The following setup steps are prerequisites for creating an agency staff in the system.

Note: For Fusion HCM, ERP, and Sales Cloud customers, these steps are not required as the business unit and legal entity are already set up.

Configure the following tasks in the order mentioned here:

1. Set up reference data sets (to create a Set ID)
2. Create a business unit
3. Create a legal address
4. Create a Legislative Data Group
5. Create a Legal Entity
6. Register a Legal Entity
7. Create Legal Entity HCM Information

Setting up Reference Data Sets

1. Select the **Setup and Maintenance** tile on the Agency Springboard. On the Setup page, select the offering: Public Sector Permits, Public Sector Planning and Zoning, Public Sector Code Enforcement, or Public Sector Business Licenses. Then select the *Agency Staff* functional area.
2. On the right panel locate the Manage Reference Data Sets task and click the row to open the Manage Reference Data Sets page.
3. On the Manage Reference Data Sets page, click the **New** button and include values for the fields:

Page Element	Description
Set Code	Enter a code value that represents your agency.
Set Name	Enter a name that represents your agency.
Description	Enter a description about your agency.

4. Click **Save and Close** to save the newly created SetID.

Creating a Business Unit

1. Select the **Setup and Maintenance** tile on the Agency Springboard. On the Setup page, select the offering: Public Sector Permits, Public Sector Planning and Zoning, Public Sector Code Enforcement, or Public Sector Business Licenses. Then select the *Agency Staff* functional area.
2. On the right panel locate the Manage Business Units task and click the row to open the Manage Business Units page.
3. On the Manage Business Unit page, click the **New** button and include values for the fields:

Page Element	Description
Name	Enter a name for the business unit.
Default Set	Select the SetID you created in the previous section

4. Click **Save and Close** to save the newly created business unit.

Creating a Legal Address

1. Select the **Setup and Maintenance** tile on the Agency Springboard. On the Setup page, select the offering: Public Sector Permits, Public Sector Planning and Zoning, Public Sector Code Enforcement, or Public Sector Business Licenses. Then select the *Agency Staff* functional area.
2. On the right panel, locate the Manage Legal Addresses task and click the row to open the Manage Legal Addresses page.
3. On the Manage Legal Addresses page, click the New button and enter the agency address in the Agency Line 1 field. The other fields are optional.
4. Click **OK** to return to the Manage Legal Addresses page and click **Save and Close** to save the newly created address.

Creating a Legislative Data Group

1. Select the **Setup and Maintenance** tile on the Agency Springboard. On the Setup page, select the offering: Public Sector Permits, Public Sector Planning and Zoning, Public Sector Code Enforcement, or Public Sector Business Licenses. Then select the *Agency Staff* functional area.
2. On the right panel, select the task named Manage Legislative Data Group and click **Select** to open the Manage Legislative Data Groups page.
3. On the Manage Legislative Data Groups page, click **Create** to enter the new legislative data group details.
4. Enter your legislative data group name in the *Name* field. Search and select your country from the *Country* field.
5. Click **Submit** to save and return to the Manage Legislative Data Group page.
6. Click **Done**.

Creating a Legal Entity

1. Select the **Setup and Maintenance** tile on the Agency Springboard. On the Setup page, select the offering: Public Sector Permits, Public Sector Planning and Zoning, Public Sector Code Enforcement, or Public Sector Business Licenses. Then select the *Agency Staff* functional area.
2. On the right panel, locate the task named Manage Legal Entity and click to open the Select Scope page.
3. On the Select Scope page select the Manage Legal Entity task radio button.

4. Click the Legal Entity drop-down and select **Create New**. Click **Apply and Go to Task** button to open the manage Legal Entities page.
5. On the Manage Legal Entities page, click the **New** button to open the Create Legal Entity page and enter values for the fields:

Page Element	Description
Country	Select the country (United States is the default selection).
Name	Enter the name of your agency.
Legal Entity Identifier	Enter a code for your agency.
Payroll Statutory Unit	Select the check box.
Legal Employer	Select the check box.
Legal Address	Select the legal address (created in the previous section) using the Search and Select page.
EIN or TIN	<p>Enter your agency's EIN or TIN value. You can enter a value of your choice if you do not have EIN or TIN for your agency.</p> <p>Note: If you are using Fusion HCM or Fusion ERP, the value you enter here must be legitimate. It is recommended that you refer to Fusion documentation to know about the required value for entry in the field.</p>
Legal Reporting Unit Registration Number	<p>Enter your agency's legal reporting unit registration number. You can enter a value of your choice if you do not have a registered number for your agency.</p> <p>Note: If you are using Fusion HCM or Fusion ERP, the value you enter here must be legitimate. It is recommended that you refer to Fusion documentation to know about the required value for entry in the field.</p>

6. Click **Save and Close** to save the newly created legal entity.

Registering a Legal Entity

1. Select the **Setup and Maintenance** tile on the Agency Springboard. On the Setup page, select the offering: Public Sector Permits, Public Sector Planning and Zoning, Public Sector Code Enforcement, or Public Sector Business Licenses. Then select the *Agency Staff* functional area.
2. On the right panel, select the task named Manage Legal Entity Registration and click **Select** to open the Select Scope page.
3. On the Select Scope page select the Manage Legal Entity Registrations task radio button.
4. Click the Legal Entity drop-down and choose *Select and Add*. Select *Click Apply and Go to Task* button to open the Manage Legal Entities page.
5. On the Manage Legal Entities page expand the Search section and enter the legal entity name you created in the previous section. Click **Search**.
6. Select the row from the search results and click **Save and Close**, to save the entity and open the Manage Registrations page.
7. View your values on the new Manage Registrations page and click **Done** to confirm and complete the registration process.

Creating Legal Entity HCM Information

1. Select the **Setup and Maintenance** tile on the Agency Springboard. On the Setup page, select the offering: Public Sector Permits, Public Sector Planning and Zoning, Public Sector Code Enforcement, or Public Sector Business Licenses. Then select the *Agency Staff* functional area.
2. On the right panel, select the task named Manage Legal Entity HCM Information and click Select to open the Select Scope page.
3. On the Select Scope page select the Manage Legal Entity HCM Information task radio button.
4. Click the Legal Entity drop-down and choose *Select and Add*. Click *Apply and Go to Task* button to open the Manage Legal Entities page.
5. On the Manage Legal Entities page expand the Search section and enter the legislative data group you created in the previous section. Click **Search**.
6. Select the row from the search results and click **Save and Close**, to save the entity and open the Legal Entity page.
7. On the Legal Entity page, click **Edit** and then click **Update** to open the Update Legal Entity page to enter an action reason.
8. On the Update Legal Entity page, select *Action Reason* drop-down button and select the option *Reorganization*. Click **OK** to save and return to the Legal Entity page.
9. On the Legal Entity page, select the Payroll Statutory tab to associate the data group to the HCM legal entity.
10. Under the Payroll Statutory Information section select the Associated Legislative Data Group drop-down. Search and select the legislative data group you created using the previous section.
11. Click **OK** to return to the Edit Legal Entity page. Click **Submit** and then click **Done** to complete the creation of a Legal Entity HCM Information.

For information on creating an employee record, refer to the documentation *Managing Agency Staff Profiles*.

Defining Job Titles

This topic discusses how to define job titles for agency staff.

Defining Job Titles

Administrators define new job titles using the Job Titles page:

1. Select **Agency Staff > Job Title**.
2. The Job Title page lists all the job titles defined.
3. Click **Details** for a row to open the Job Title Detail page and view and edit the details of the job title.
4. Click **Add** to open the Job Title Detail page and define a new job title.
5. Enter various details and click **Save** to save the new job title and return to the Job Title page.

Setting Up Agency Staff

This topic provides an overview of job functions along with a list of delivered job functions. It also discusses how to set up fusion business units and legal entities for Public Sector Compliance and Regulation services.

Job Function Overview

Job functions are assignments made to staff members using the Manage Agency Staff page. Job functions help you in assigning job specific attributes to an agency staff member. For example, you can assign the job function of a building inspector to an agency staff member and associate attributes such as Inspector District and Schedule.

Job Function and ID	Attribute and Usage
<p>Building Inspector ORA_BUILDING_INSPECTOR</p>	<ul style="list-style-type: none"> • Work Schedule — <i>Inspections</i>: Determine the work schedules for the Inspector. <p>Note: You can assign only one schedule.</p> <ul style="list-style-type: none"> • Inspection Districts — <i>Inspections</i>: Determine the districts for which an inspector can be assigned to inspections. <p>Note: You can leave the value of the inspection district job attribute blank to enable a building inspector to be assigned to inspections from all districts.</p> <ul style="list-style-type: none"> • Inspection Types — <i>Inspections</i>: Determine if the inspector can be assigned to a given type of inspection. <p>Note: You can leave the value of the inspection type job attribute blank to enable a building inspector to be assigned to all inspection types.</p> <ul style="list-style-type: none"> • Permit Types (Applicable in future releases)
<p>Business Analyst ORA_BUSINESS_ANALYST</p>	<ul style="list-style-type: none"> • Inspection Districts • Inspection Types

Job Function and ID	Attribute and Usage
(Applicable in future releases)	<ul style="list-style-type: none"> • Permit Types (Applicable in future releases)
Business License Manager ORA_BL_MANAGER	<p>Note: No job attributes are currently required for this job function. Business license managers have access to all consultations and licenses.</p>
Business License Specialist ORA_BL_SPECIALIST	<ul style="list-style-type: none"> • Business License Application Types — Determine the license and consultation types that this specialist can be assigned to. • Consultation Meeting Schedule — Determine the availability of the specialist for scheduling business consultation meetings. <p>Note: You can assign only one schedule.</p>
Cashier ORA_CASHIER	<ul style="list-style-type: none"> • Permit Types (Applicable in future releases) • Cashier ID — <i>Cashiering</i>: Determine Cashier ID of the Cashier <p>Note: You can assign only one schedule.</p>
Chief Building Officer ORA_CHIEF_BUILDING_OFFICER (Applicable in future releases)	<ul style="list-style-type: none"> • Inspection Districts • Inspection Types • Permit Types (Applicable in future releases)
Code Enforcement Officer ORA_CODE_ENFORCEMENT_OFFICER	<ul style="list-style-type: none"> • Code Enforcement Districts The possible values are districts from code enforcement district types. Only users who are associated with a code enforcement district can be autoassigned to issues in that district. • Code Enforcement District Types — Used at the time of scheduling inspections. • Code Enforcement Inspection Work Schedule <p>Note: You can assign only one schedule.</p>
Code Enforcement Supervisor ORA_CODE_ENFORCEMENT_SUPERVISOR	<ul style="list-style-type: none"> • Issue Type — The possible values are the issue types that you create. A user who is associated with an issue type is responsible for all related subtypes, so don't assign users to both an issue type and a subtype that belongs to that issue type. • Issue Subtype — The possible values are the issue subtypes that you create. Only assign a user to a subtype when the user is not responsible for all of the subtypes that belong to the related issue type. <p>These attribute values establish which issue types and subtypes the person is responsible for. This information is used when routing or assigning incidents and cases.</p>

Job Function and ID	Attribute and Usage
	<p>Note: To give a user responsibility for all types of issues, create an Issue Type attribute row, but leave the attribute value blank. If you don't set up any issue type or subtype attributes, and you activate the system-level setting for automatically routing incidents, incidents will never be routed to the user.</p>
<p>Code Enforcement Technician ORA_CODE_ENFORCEMENT_TECHNICIAN</p>	<ul style="list-style-type: none"> • Issue Type — The possible values are the issue types that you create. A user who is associated with an issue type is responsible for all related subtypes, so don't assign users to both an issue type and a subtype that belongs to that issue type. • Issue Subtype — The possible values are the issue subtypes that you create. Only assign a user to a subtype when the user is not responsible for all of the subtypes that belong to the related issue type. <p>These attribute values establish which issue types and subtypes the person is responsible for. This information is used when routing or assigning incidents and cases.</p> <p>Note: To give a user responsibility for all types of issues, create an Issue Type attribute row, but leave the attribute value blank. If you don't set up any issue type or subtype attributes, and you activate the system-level setting for automatically routing incidents, incidents will never be routed to the user.</p>
<p>Economic Development Officer ORA_ECONOMIC_DEVELOPMENT_OFFICER (Applicable in future releases)</p>	<p>Permit Types (Applicable in future releases)</p>
<p>Finance Administrator ORA_FINANCE_ADMINISTRATOR (Applicable in future releases)</p>	<ul style="list-style-type: none"> • Inspection Districts • Inspection Types • Permit Types <p>(Applicable in future releases)</p>
<p>Inspector Supervisor ORA_INSPECTOR_SUPERVISOR</p>	<ul style="list-style-type: none"> • Work Schedule — <i>Inspections:</i> Determine the work schedule of an Inspector supervisor. <p>Note: This attribute is not currently in use for inspector supervisors.</p> <ul style="list-style-type: none"> • Inspection Districts — <i>Inspections:</i> Determine the districts for which a supervisor can schedule inspections. <p>Note: You can leave the value of the inspection district job attribute blank to enable an inspector supervisor to schedule inspections for all districts.</p> <ul style="list-style-type: none"> • Inspection Types — <i>Inspections:</i> Determine the inspection types that can be scheduled by this inspector supervisor.

Job Function and ID	Attribute and Usage
	<p>Note: You can leave the value of the inspection type job attribute blank to enable an inspector supervisor to schedule inspections for all inspection types.</p> <ul style="list-style-type: none"> • Permit Types (Applicable in future releases)
<p>Permit Technician ORA_PERMIT_TECHNICIAN (Applicable in future releases)</p>	<ul style="list-style-type: none"> • Inspection Districts • Inspection Types • Permit Types (Applicable in future releases)
<p>Plan Coordinator ORA_PLAN_COORDINATOR (Applicable in future releases)</p>	<p>Note: No job attributes are currently required for this job function. Plan coordinators have access to plan reviews for all permit types.</p>
<p>Plan Reviewer ORA_PLAN_REVIEWER</p>	<ul style="list-style-type: none"> • Permit Types — Determine the permit types that this plan reviewer can be assigned to. <p>Note: You can leave the value of the permit type job attribute blank to enable a plan reviewer to be assigned to all permit types.</p> <ul style="list-style-type: none"> • Plan Reviewer Department — Determine the plan reviewer department that this plan reviewer belongs to. This grouping by plan review departments appears as an option in the drop-down menu that can be used while assigning a plan reviewer to a plan review.
<p>Planner ORA_PLANNER</p>	<ul style="list-style-type: none"> • Planning Application Types — Determine the application types that this Planner can be assigned to. • Pre-application Meeting Schedule — Determine the availability of the planner for scheduling pre-application meetings. <p>Note: You can assign only one schedule.</p>
<p>Principal Planner ORA_PRINCIPAL_PLANNER (Applicable in future releases)</p>	<p>Permit Types (Applicable in future releases)</p>

Setting Up Fusion HCM Business Units and Legal Entities for Public Sector Compliance and Regulation Services

If you are an existing Fusion customer and if you have already set up business units and legal entity, then you can assign the same for your Agency Staff. However, if you are a new Public Sector Compliance and Regulation-only customer then as a prerequisite for entering Agency Staff data, you need to create one business unit and one legal entity that can be used for your agency staff.

See *Setting Up a Fusion Business Unit and Legal Entity*.

Configuring Agency Job Groups

This topic provides an overview of the Agency Staff Group Configuration and discuss the procedure to configure agency job groups.

You can use the Agency Staff Groups for identifying a common set of Job attributes that can be applied to a group of Employees.

Groups provide the flexibility to assign attributes at various levels. You can define a group for a given department, division, or for specific districts based on the commonalities of the job attributes.

Examples of Groups are:

1. Inspectors working in District A
2. Permit Technicians responsible for Fence Permits

You can configure a group with default Job Functions and their attribute values for your users.

Users entering their employee profile information can select a group job function, which results in loading default job functions and their attribute values automatically populated.

Note: Users cannot edit the job function attribute values on the Agency Staff page when using the Job Group function.

Configuring Agency Job Groups

Administrators set up and configure the agency staff group on the Job Group page. Agency users can select a group on the Agency Staff Profile page, and a default set of job functions and attribute values are assigned to the employee. To set up the job functions and attributes for a group:

1. Select **Agency Staff > Job Group**.
2. On the Job Group page, click **Add** to add a new group or **Edit** to change the group attributes. Click **Add**.
3. Enter the details of the job group on the Job Group Details page.
4. Verify that the **Enabled** switch is turned on if you want to enable this group when you save. This switch is turned on by default for a new group.
5. Under the Job Function section, click **Add** to select job functions and include their attributes.
6. Click **Save** to return to the Job Group page.

Note: Agency users select the group from a list on the Agency Staff page. The job functions and their corresponding attributes cannot be changed by users.

Managing Agency Staff Profiles

This topic discusses how to manage agency staff profiles.

Managing Agency Staff Profile

Administrators set up the agency staff profile on the Agency Staff page.

1. Select **Agency Staff**.
2. On the Agency Staff page, click **Add** to add a new agency staff member – employee.
3. On the Agency Staff Profile page, you add values to the various fields. For the Business Unit and the Legal Entity, see the documentation [Setting Up a Fusion Business Unit and Legal Entity](#).

Page Element	Description
Select Existing Fusion Worker	<p>Turn on the switch to allow the search and selection of an existing Fusion employee. The following fields are display only, populating details from Fusion information:</p> <ul style="list-style-type: none"> ○ Person ID ○ Person Number ○ Hire Date ○ Business Unit ○ Legal Entity ○ Generated User Account ○ Send Credential Email ○ User name
Worker ID	<p>Enter an ID or click the prompt to open the Look Up page and search for the Fusion employees. You can sort the search results by any of these:</p> <ul style="list-style-type: none"> ○ Worker ID ○ First Name ○ Last Name ○ Email Address ○ Hire Date ○ Phone Number ○ Business Unit Name ○ Legal Employer ○ Manager Person ID <p>Select an employee row from the search result on the Look Up page and the details are populated on the Agency Staff page.</p>

Page Element	Description
Person Type	Select a type of staff member from the options: Employee
Enabled	<p>Set a status for the staff member from the options:</p> <ul style="list-style-type: none"> ○ Active ○ Inactive <p>Note: You set the status to Inactive when the employee is inactivated in your HR system. If you are a Fusion HCM/ERP/Sales Cloud customer then the inactivation of Employees in HCM will not automatically inactivate the Employee data in Public Sector Cloud. You must manually update this field.</p> <p>Also, turning off the switch on this page will not inactivate the user ID. You need to use your security console to inactivate the User ID. If Oracle Identity Cloud Service (IDCS) is your identity provider (IdP), you must inactivate the user ID using your IDCS console.</p>
Is a Supervisor	Turn on the switch if the employee is a supervisor.
Job Group	<p>Select a group to assign a job group section with the relevant job functions. Accordingly, the system populates the Job Group Assignments section.</p> <p>Note: You cannot make any changes to the values in the job group assignments on this page. To update the values, navigate to the Job Group page.</p>

4. Click **Save** to save the agency staff profile and return to the Agency Staff page.

Job Function Assignment without using Agency Job Groups

You can assign job functions to employees directly, without having to use Job Groups.

1. On the Agency Staff page search and select the employee that you want to add job functions to.
2. Under the Job Function section, click **Add** to select job functions and include their attributes.
3. Click **Save** and return to the Agency Staff page to view the job function assignments.

To include job functions using Agency Job Groups, see the documentation [Configuring Agency Job Groups](#).

Assigning Agency Security Access

Administrators assign roles to various staff members. The security roles assigned to an employee determine the navigations and data that the user can access.

1. Select **Agency Staff** and then select **Agency Staff Access**. The **Agency Staff Access** page lists all the agency staff members.
2. You can click the chevron for a row to view the employee access details. This page lists all the security roles assigned to the employee user. You can add new security roles to the employee on this page.
3. Click the **Add New Role** button to open the **Role Detail** page and assign a role for the user.
4. Click **Save** to save your changes and return to the **Agency Staff Access** page.
5. Click **Save** to save the changes you made to the **Agency Role** details of the staff member.
6. You can add or delete the security roles assigned to the user on this page.

Note: All Agency users must be assigned the **PSC Agency Staff** role. Additionally job specific roles can be assigned to the user. For the complete list of security roles, you can refer to the *Security Reference Manual*. Also refer to *Using the Security Console*.

Note: For users requiring access to Permits, in addition to the **PSC Agency Staff** and job specific roles such as **PSC Permit Technician**, **PSC Plan Reviewer** and others, you must assign the following roles to the users: **CUSTOM_MANAGE_PERMITS**, **CUSTOM_MANAGE_PERMITS**, and **CUSTOM_PSC_MANAGE_PERMITS_AGENCY**.

Managing Mobile Application Activation

As agency administrators, you must enable access to your field officers for using the inspection application on their mobile devices.

You use the **Agency Mobile Setup** page to select the field officers and send them the email containing the activation link. Only the agency staff with the job function of code enforcement officer or building inspector are entitled to install and use the mobile application. Code officers and building inspectors receiving the email must install and configure the mobile application on their mobile devices. For more information, see *Installing and Configuring Oracle Municipal Code Officer* and *Installing and Configuring Oracle Inspector*.

Mobile Application Activation

To send the mobile application activation link:

1. Select **Agency Staff > Mobile Application Activation**.
2. The **Agency Mobile Setup** page lists all the agency staff that are either building inspectors or code enforcement officers.
The job function assignments are set up on the **Agency Staff** page. See *Setting Up Agency Staff*.
3. Select the staff member you want to send the email notification and click the **Send** button on the row.
4. Click **OK** to confirm that the email containing the mobile activation link will be sent to the selected agency staff. The activation link is for one-time use only.
The notification status for the row changes to *Request sent*, and the **Resend** button appears in the **Send Mobile Setup Notification** column.

Note: You can select multiple staff members to the email notification at once. Click the **Edit** icon on the Agency Mobile Setup page and use the check boxes to select your recipients. Select the **Send Mobile Setup Notification** button to send the email to all the selected field officers.

Related Topics

- [Setting Up Users for Oracle Mobile Applications](#)

Importing Agency Staff Data

This topic explains how to prepare and import agency staff resource data from an external data source into Public Sector Agency Staff tables using the File-Based Data Import feature.

Agencies with Fusion HCM implementation: File-based data import can be used if your agency has implemented Fusion HCM. You either enter employee details manually into the Public Sector Agency Staff tables using the PSCR user interface (Agency Staff page) or run the schedule import process to copy the employee data.

Agencies without Fusion HCM implementation: If your agency has not implemented Fusion HCM and you are using a third-party application to maintain employee information, you can use the import process to copy data from the third party tables into the Public Sector Agency Staff tables.

In addition to the removal or inclusion of employee records, data changes can include changes to the details of an employee, such as the address, email, role, or designation.

Scheduling the Employee Data Import and Export Process

Administrators can set up a schedule to process a batch file that imports employee data from a .CSV file into the Public Sector Agency Staff tables. The imported data file, which is usually generated from a third-party application, can be used to set up and periodically update user details within Public Sector Agency Staff.

Using the Predefined Template to Import Data using File-Based Data Import

Public Sector Compliance and Regulation provides a template to help you import data using the File-Based Data Import tool. The Import template is a spreadsheet that includes the commonly used fields, in addition to the required, along with instructions to use them.

You can download the template by clicking this link: [Agency Staff Import Template spreadsheet file](#).

Importing Employee Data

1. Access the File Import and Export page from the Fusion application by clicking **Navigator > File > Import and Export** .
2. On the File Import and Export page, in the Search Results section, click the **Add** button to upload the template zip file to the Universal Content Management (UCM).
3. On the Upload File modal page, click **Browse** and select the file for upload. Use the **Account** field to select the account for the file you are uploading.
4. Click **Save and Close**. You will see the file listing on the File Import and Export page with the details of the upload.

Scheduling the Import Export process using File-Based Data Import

1. Access the Scheduled Processes page from the Fusion application **Navigator > Tools > Scheduled Processes**.
2. On the Scheduled Process page, click the **Schedule New Process** button and enter values for the fields on the Schedule New Process modal page:

Page Element	Description
Type	Ensure that the Job option is selected.
Name	Search and select the Load Interface File for Import value from the list of names.
Description	Displays a description about the selected process.

3. Click **OK**. The service now opens the Process Details page for you to select the import process for the process name you entered in the above step:

Page Element	Description
Import Process	Click the drop-down menu, search and select the Import Agency Staff value using the lookup list.
Data File	Click the drop-down menu and select the generated ZIP file you uploaded earlier, as described in the previous section.

4. Click **Submit** and accept the confirmation message to complete the submission.

Note: The submission only confirms that the files are sent for processing. To view the details of the completed process, you must access the log file. The log file lists all the successfully processed records and the records that are in error, with the details of the error.

Records in Error

Note: When you fix the errors in the spreadsheet and prepare to resubmit it for processing, you must delete the records that were processed successfully in the previous run. All the records preceding the ones in error are created in the Public Sector Agency Staff tables. Resubmitting the template having those records results in creating duplicate entries of the staff records.

Scenarios for importing employee data from a third-party system to Public Sector Agency Staff profile

Prerequisite

The scenarios listed here assume that the following prerequisite has already been set up: Each record in the template should contain a unique identifier called the Interface ID. The interface ID is used as a key identifier while establishing parent-child relationships across the pages of the template spreadsheet.

Consider importing the employee details into the tables of Public Sector Agency Staff. You can perform the following actions using the Import template:

- Add a new staff member
- Assign personal attributes
- Assign job functions and attributes
- Assign roles
- Disable an agency profile

The following scenarios detail how you can create a new agency staff record and seamlessly update various parameters of your existing agency staff.

Note: The *InsertUpdateFlag* field on the Import template is the determining factor as to whether the record is for a new agency staff or for updating an existing agency staff. Enter the value “I” if you are inserting a new record, or “U” if you are updating an existing record. Also note that the **Person Number** field is mandatory if you are updating a record.

Scenario 1: Adding a new agency staff

Consider creating a new agency staff record staff in your Public Sector Agency Staff.

If your agency is not a Fusion HCM customer, you use the template to enter details in all the pages of the template spreadsheet and then schedule the import process to import the newly added employee record. You must enter the value “I” in the *InsertUpdateFlag* field to qualify the record as a new agency staff entry.

The following example shows the data on the spreadsheet detailed in the above scenario – Adding a new staff member.

Record Number	*Interface ID	*InsertUpdateFl	*First Name	*Last Name	*Email	*Business Unit	*Legal Entity
1	467436	I	John	Simmons	john.s@example.	Sample Corporation	Sample Corporation
2	467437	I	Robert	James	robert.j@example.	Sample Corporation	Sample Corporation

Note: The above example displays a limited number of fields. For a complete list of fields, refer to the Import template spreadsheet.

If your agency has implemented Fusion HCM, you use the HCM loader or enter the necessary employee details manually. In such cases, the following PSCR specific attributes are required to be updated:

- Job Title
- Agency Department

- Agency ID
- Agency Location
- Job Group
- Is Supervisor
- Enabled

Scenario 2: Updating personal details of an agency staff

Consider updating changes to the personal details of an agency staff in your Public Sector Agency Staff. You can perform the following actions:

- Change work phone number
- Change location
- Change department
- Change job title
- Assign job group
- Revoke job group
- Change supervisor status

The following example shows the data on the spreadsheet detailed in the above scenario.

Record Number	*Interface ID	*Person Number	*Work Phone Number	*Location	*Department	*Job Title	*Is Supervisor
1	467436	PERNUM8	16348773	300100168879610	1001	Agency Staff	Y
2	467437	PERNUM9	32178939	300100168879610	1001	Building Inspector	N

Note: The above example displays a limited number of fields. For a complete list of fields, refer to the Import template spreadsheet.

Scenario 3: Updating job functions and their attributes

Consider updating changes to job functions and their attributes of an agency staff in your Public Sector Agency Staff. You can perform the following actions:

- Assign job functions and attributes
- Assign additional job attributes to existing functions
- Remove job attributes
- Remove job functions

The following example shows the data on the spreadsheet detailed in the above scenario.

Record Number	*Interface ID	*Assignment Flag	*Person Number	Agency ID	Job Function ID	Job Attribute	Attribute Value
1	467436	I	PERNUM8	1	ORA_BUILDING_INSPECTOR	ORA_INSPECTION_TYPES	Plumbing
2	467437	D	PERNUM9	1	ORA_CASHIER	ORA_CASHIER_ID	7574343

Scenario 4: Updating roles

Consider updating roles of an agency staff in your Public Sector Agency Staff. You can perform the following actions:

- Assign additional roles
- Revoke roles

The following example shows the data on the spreadsheet detailed in the above scenario.

Record Number	*Interface ID	*Role Action	*Person Number	*Role Name
1	467436	A	PERNUM8	Employee
2	467437	R	PERNUM9	Application Implementation Consultant

Scenario 5: Disabling agency staff profile

Consider disabling an agency staff profile in your Public Sector Agency Staff. You can perform the update without having to make any manual entry in your records. The user interface as well as the Import Agency Staff functionality allow you to disable agency staff profiles.

The following example shows the Enabled field on the spreadsheet, as detailed in the above scenario.

Record Number	*Interface ID	*Person Number	*Work Phone Number	*Location	*Department	*Job Title	Enabled
1	467436	PERNUM8	16348773	30010016887961	1001	Building Inspector	Y
2	467437	PERNUM9	32178939	30010016887961	1001	Agency Staff	N

Note: The above example displays a limited number of fields. For a complete list of fields, refer to the Import template spreadsheet.

6 Setting Up Public Users

Setting Up Public Users

Public user setup includes configuration options related to public user registration and account management.

This image illustrates the Public User Setup page.

Public User Setup

Terms of Use

- Require the user to accept the terms of use before registering

Terms of Use ID *

Oracle_TNC 

Contractor and License

- Agency staff verifies when a user's contractor status changes to yes
- Agency staff verifies when a user adds or updates a license

Attachments

- Allow agency staff and registered users to manage documents in account management
- Allow registered users to delete documents in account management

Document Group ID

DocGroup2 

Privacy Consideration

- Ask if the user wants to hide contact information from public view

Payment account

- Agency staff verifies when a user adds or updates a payment account

IVR Access Code

- Enable IVR Access Code

User Category

Enter a user category for appropriate notification content and URL redirection parameters for system access.

DEFAULT

To set up public users:

1. Select **Common Setup > Public User Setup**.
2. In the **Terms of Use** section of the page, configure these options:

Page Element	Description
Require the user to accept the terms of use before registering	Select this check box if public users must accept your terms of use as part of the registration process.
Terms of Use ID	<p>If you require public users to accept your terms of use during registration, select the terms of use definition for the registration process.</p> <p>This field is visible only if the Require the user to accept the terms of use before registering check box is selected.</p> <p>Note: If you change the Terms of Use ID, users who have already registered are required to accept the new terms the next time they sign in. In this scenario, a window with the new terms opens as soon as the public user signs in. The user must select the agreement check box in order to continue.</p>

3. In the **Contractor and License** section of the page, configure these options:

Page Element	Description
Agency staff verifies when a user's contractor status changes to yes	Select this check box if agency staff must verify the contractor status of a public user who self-identifies as a contractor.
Agency staff verifies when a user adds or updates a license	Select this check box if agency staff must verify all licenses that are added to a user profile. Public users can add one license during the registration process. Public users and agency staff can add additional licenses using account management functionality.

4. In the **Attachments** section of the page, configure these options:

Page Element	Description
Allow agency staff and registered users to manage documents in account management	<p>Select this check box to enable attachments in user accounts. When you enable attachments, both users and agency staff can add attachments to user accounts and modify information about existing attachments.</p> <p>Agency staff can also delete attachments, but public users can't delete attachments unless you also select the "Allow registered users to delete documents in account management" check box on this page.</p>

Page Element	Description
Allow registered users to delete documents in account management	<p>Select this check box to allow public users to delete attachments that are associated with their account. This setting does not affect agency staff, who can always delete account attachments.</p> <p>This check box is visible only if you enable attachments by selecting the “Allow agency staff and registered users to manage documents in account management” check box.</p>
Document Group ID	<p>If you want to enable document categories and subcategories for public user account and profile attachments, select the document group with the appropriate categories. A document group consists of a set of related categories.</p> <p>If you leave this field blank, the public user attachment pages won’t have fields for identifying attachment categories and subcategories.</p> <p>This field is visible only if you enable attachments by selecting the “Allow agency staff and registered users to manage documents in account management” check box.</p>

5. In the **Privacy Consideration** section of the page, configure these options:

Page Element	Description
Ask if the user wants to hide contact information from public view	<p>Select this check box to give public users the option to mask their name and contact information when a member of the public views the user’s applications.</p> <p>If this check box is selected, the initial registration page gives users the opportunity to mask their information. Help text explains that the public can still view the property address even if the user’s information is masked.</p> <p>After a user registers, either the user or agency staff can update this preference using Account Management functionality.</p>

6. In the **Payment Account** section of the page, configure this option:

Page Element	Description
Agency staff verifies when a user adds or updates a payment account	<p>Select this check box if agency staff must verify all payment accounts (also called trust accounts) that are added to a user profile. Public users and agency staff can add payment accounts using account management functionality.</p>

7. In the **IVR Access Code** section of the page, configure this option:

Page Element	Description
Enable IVR Access Code (Enable Interactive Voice Response Code)	Select this check box to enable an IVR Access Code field for public user accounts. Use the field to maintain a 4-digit code that gives the public user access to the schedule for permit inspections using interactive voice response. When users dial in, they are asked to enter their 4 digit code before accessing the inspection records.

8. In the **User Category** section of the page, configure this option:

Page Element	Description
Enter a user category for appropriate notification content and URL redirection parameters for system access	<p>Enter the user category to be assigned to registered public users. Typically you should use the delivered category <i>DEFAULT</i>.</p> <p>The user category that you specify will be associated with user accounts that are created by the public user registration process.</p> <p>The category controls the templates for account-related notifications such as emails for first-time registration and for resetting the account password. The category also controls URL redirection so that when users set or reset their password in the Oracle Applications Cloud, they are immediately transferred to the public sector system.</p> <p>For more information about user categories, see <i>Managing Users in Public Sector Compliance and Regulation</i> and <i>Setting the Next URL for the Default User Category</i>.</p>

9. Click **Save**.

Setting Up Public User Roles

To ensure that registered public users have appropriate system access, you must define which role is assigned to the user IDs that are created during the registration process.

When a public user registers, the Oracle system assigns a single role to the new user. Because the user is assigned just one role, access to different areas of the system is established through a role hierarchy. In this hierarchy, the various roles that provide access to different areas of the system are all children of a single parent role that you create.

Setting up public user roles involves these steps:

1. Use the Security Console to create a specific set of roles for public user:

This step is explained in detail in the topic *Creating Custom Roles for Public Sector Compliance and Regulation*. It consists of these tasks:

- a. Create custom roles that provide access to permit-related functionality.
- b. Create the single role assigned during user registration, and set up its role hierarchy.

In the hierarchy, the child roles include the delivered PSC Registered Public User role as well as the additional roles that you created for permit access.

Note: Do not use the delivered PSC Registered Public User as your single role for registered public users. This role does not provide access to permit-related functionality.

2. Use the Public User Roles page to identify the role to be assigned during user registration.

Identifying the Single Role to be Assigned During Public User Registration

To identify the single role to be assigned during public user registration:

1. Select **Common Setup > Public User Roles**.
2. If the Public User Roles page already lists a role, delete it before you add the new role.

The button for adding a role is hidden if a row already exists. You cannot modify the existing row, so you must instead delete it and then add a new one.

To delete the existing row:

- a. Click the row to access the Role Details page.
 - b. Click **Delete**.
3. On the Public User Roles page, click **Add**.
 4. On the Role Details page, use the **Role ID** field to select the single role to be assigned during the public user registration process.

The Role ID is the only enterable field on the Role Details page. To select a role based on the descriptive role name rather than the numerical role ID, use the prompt button for the **Role ID** field, then expand the Search Criteria section of the lookup page so you can search by role name.

Note: If you correctly followed the instructions for creating the single role to be assigned to registered public users, the role name is *PSC Custom Registered Public User* and the role code is *CUSTOM_PSC_REGISTERED_PUBLIC_USER*.

5. Click **Save**.

Setting Up Terms of Use

The Terms of Use page stores rules and guidelines to which user must agree as a condition of using a service. The terms act as a legal contract. They are also known as Terms and Conditions or Terms of Service. When you set up a terms of use definition, you also specify the contexts where the definition is available. For example, you can specify that certain terms can be used for public user registration but not for permit applications or planning and zoning applications.

You add, modify, and delete terms of use definitions on the Terms of Use page.

This example illustrates the Terms of Use Details page.

Terms of Use Details

* Terms of Use ID

* Effective Start Date 2019-Jan-23 Show All Dates

Effective End Date *Open end date*

* Description

Usage Permits
 Planning and Zoning
 Registration

*Content Keyboard users can place the cursor in the text editor and press Alt + 0 to access keyboard shortcut instructions.

Font - | Size - | **B** *I* U

Adding Terms of Use

1. Select **Common Setup > Terms of Use**.
2. On the Terms of Use page, click **Add**.
3. On the Terms of Use Details page, enter values for the following fields.

Page Element	Description
Terms of Use ID	Enter an identifier for the terms of use definition. If a definition changes over time, create multiple definitions with the same ID and new effective dates. The effective dates of the different versions must not have gaps or overlap.
Effective Start Date	Enter the first day that the definition is valid.
Effective End Date	Enter the date, if any, when the definition will no longer be valid. To keep the definition valid indefinitely, do not enter a date. If no date is specified, the field displays the text <i>Open end date</i> . After a definition is saved, the end date becomes read-only. Although you can't make manual changes, the system can still update the end date to accommodate new effective-dated entries. For example, if the currently effective definition has an open end date, and you create a new definition with a later start date, the original definition's end date changes to the day before the new definition goes into effect.

Page Element	Description
Show All Dates	<p>Click this button to access the effective-dated history of the definition. This button is not available during the creation of a new definition.</p> <p>On the page that displays this history, use the Add button to add a new effective-dated entry for the definition. The new entry inherits the same Terms of Use ID. You provide the new effective start date and other details for the definition.</p> <p>The system provides logic to prevent gaps or overlaps in the effective-dated history.</p>
Description	Enter a description of the terms of use. This is not part of the Terms of Use text that public users see.
Usage	<p>Select the Permits check box to make this terms of use definition available for permits applications. This option makes the definition available to the Terms of Use ID field on the Permit Type page. Note that it is also necessary to add the Terms of Use element to the permit form.</p> <p>Select the Planning and Zoning check box to make this terms of use definition available for planning applications. This option makes the definition available to the Terms of Use ID field on the Planning Application Type page. Note that it is also necessary to add the Terms of Use element to the planning application form.</p> <p>Select the Registration check box to make this terms of use available for registration functionality. This option makes the definition available to the Terms of Use ID field on the Public User Setup page. See Setting Up Public Users.</p> <p>You must select at least one check box.</p>
Content	Enter and format the detailed content of the terms to which a user must agree. This is the text that users see when they are asked to agree to the terms.

4. Click **Save**.

Modifying Terms of Use

1. Select **Common Setup > Terms of Use**.
2. Click a row on the Terms of Use page.
3. On the Terms of Use Details page, you can update the description, usage and content.
4. Click **Save**.

Managing Effective-Dated Terms of Use Definitions

This example illustrates the Terms of Use Details modal page that displays the effective-dated history of a terms of use definition.

Terms of Use Details x

▲ Common Data

Terms of Use ID Reg Terms

▲ History Data

+ i 📅

Effective Start Date	Effective End Date	Description	Permits	Planning and Zoning	Registration	Content
2/1/19	Open end date	Registration terms and conditions updated Feb 2019	N	N	Y	🗑️ >
1/1/19	1/31/19	Registration terms and conditions	N	N	Y	🗑️ >

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1. Select **Common Setup > Terms of Use** .
2. Click a row on the Terms of Use page to open the Terms of Use Details page.
3. Click the **Show All Dates** button to view the effective-dated history of the definition you opened.
4. Expand the **Common Data** section to see the **Terms of Use ID**.
5. Expand the **History** section to see a list of all versions of this terms of use definition.

Click a history row to open the Terms of Use Details page for the specific row.

6. Click the **Add** button in the **History** section to create a new version of the definition.

In the new definition, you can modify any of the data except for the Terms of Use ID. An error message appears if the new effective dates create gaps or overlaps in the definition history.

Deleting Terms of Use

1. Select **Common Setup > Terms of Use**.
2. Click a row on the Terms of Use page.
3. On the Terms of Use Details page, click **Delete**.

You are prompted to confirm the permanent deletion.

7 Setting Up Property Information

Importing Property Information Using Functional Setup Manager

You can import property information as CSV file packages using Oracle Functional Setup Manager.

When you enter or update a large volume of property data, using the setup task UI to manage them individually may not be the most efficient method. To create or update property data in bulk, use Oracle Functional Setup Manager to import the data in the form of CSV file packages.

Oracle Public Sector Compliance and Regulation enables you to import data for the following property-related tasks.

Task	Key Attributes	Manual Setup Instructions
Manage Parcels	ParcelIdEntered	<i>Setting Up Parcels</i>
Manage Parcel Owners	OwnerName Address1 PostalCode OwnerCode (represents the ParcelIdEntered which is typically the Assessor's Parcel Number)	<i>Setting Up Property Owners</i>
Manage Parcel Addresses	Address1 Address2 AddressCode (represents the ParcelIdEntered, which is typically the Assessor's Parcel Number) PostalCode	<i>Setting Up Property Addresses</i>
Manage Parcel Values	ParcelIdEntered EffectiveStartDate EffectiveEndDate	<i>Setting Up Parcel Values</i>
Manage Districts	ParcelIdEntered DistrictId	<i>Setting Up Districts</i>
Manage Parcel Districts	DistrictId	<i>Assigning Districts to Parcels</i> <i>Assigning Districts to Addresses</i>

The import process uses key attributes to determine whether a row of data is new or updated. For example, when importing parcel address data, the process checks the combination of the Address1, Address2, PostalCode and AddressCode attributes for each row. If the combination of these attribute values in a row already exists in the PSC_COM_PARCEL_ADDRESS table, the system updates the values for that row in the table. If the combination of these attribute values does not exist in the table, the import process inserts a new row in the table.

To import an address with a parcel through FSM, there must be a ParcelNumber value in the AddressCode attribute of the address import file. To import a parcel owner through FSM, there must be a ParcelNumber value in the OwnerCode attribute of the address import file.

To import an address with no parcel through FSM, you must enter a value of 0 in the ParcelId and ParcelNumber attributes of the address import file.

CAUTION: While preparing the import file for Parcel Address and Parcel Owner, you must populate the Address Code and Owner Code columns with the values from the ParcelIdEntered column.

Tip: If you want to make any manual modifications to a downloaded CSV file before importing it, it is recommended that you use a CSV editor. Opening the CSV file using spreadsheet software such as Microsoft Excel can change the formatting of the fields, which could lead to errors during the import process.

Using Functional Setup Manager: Managing Setup Using CSV File Packages

Setting Up District Types

You add, modify, and delete district types on the District Type page.

Adding a District Type

1. Select **Common Setup > District Type**.
2. On the District Type page, click **Add**.
3. On the District Type Details page, enter values for the following fields:

Page Element	Description
District Type	Enter a unique identifier for the district type.
Description	Enter a description of the district type.
District Type Category	Select a category for the district type from the system-defined values: <ul style="list-style-type: none"> ○ Code Enforcement ○ Inspection ○ Economic Development ○ Council

Page Element	Description
	<ul style="list-style-type: none"> ○ Zoning ○ General

4. If the district type category is *Code Enforcement*, configure these settings:

Page Element	Description
GIS Layer Enabled	<p>Indicate whether to use GIS to identify the district of an incident or case based on the issue location.</p> <p>The issue subtype for an incident or case is associated with a specific district type. If you enable the GIS layer for the district type, the system can look up the issue location on the map to determine the district that the incident or case falls in.</p>
District Layer Service URL	<p>Enter the URL of the GIS map service that contains district information for the specified district type.</p> <p>This field becomes visible when the GIS Layer Enabled switch is active.</p>
District in GIS	<p>Select the map service attribute that provides a district identifier.</p> <p>This field becomes visible when the GIS Layer Enabled switch is active.</p>

5. Turn the **Enabled** switch on to make the row available as a lookup value on other pages.
6. Click **Save**.

Modifying a District Type

1. Select **Common Setup > District Type**.
2. Click a row on the District Type page.
3. On the District Type Details page you can:
 - Update the district type field values.

Note: You cannot edit the **District Type** field.

 - Enable or disable the district type using the **Enabled** switch. Only enabled district types are available to select as values on other pages.
 - Delete the district type. You will be prompted to confirm the permanent deletion.

Note: You cannot delete a district type that is already associated with a district or an inspection type.
4. Click **Save**.

Deleting District Types

1. Select **Common Setup > District Type**.
2. Click **Edit**.
3. Select the check boxes next to the district types you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

Note: You cannot delete a district type that is already associated with a district or an inspection type.

Setting Up Districts

You add, modify, and delete districts on the District page.

Adding a District

1. Select **Common Setup > District**.
2. On the District page, click **Add**.
3. On the District Details page, enter values for the following fields:

Page Element	Description
District	Enter a unique identifier for the district.
Description	Enter a description of the district.
District Type	Select a district type from the agency-defined values. See <i>Setting Up District Types</i> .
District from GIS	Enter the district's identifier from the GIS map layer for the district type. This field is visible only if a GIS map layer is specified in the district type definition. Only district types that are classified as code enforcement district types have this option. The system uses this information to populate the District field on code enforcement issues. Using an issue's district type and location, the GIS map service identifies the specific district for the issue. The district identifier from GIS is then used to find the Oracle district identifier for the issue.

4. Click **Save**.

Modifying a District

1. Select **Common Setup > District**.

2. Click a row on the District page.
3. On the District Details page you can:
 - Update the district field values.
 - | **Note:** You cannot edit the **District** field.
 - Delete the district. You will be prompted to confirm the permanent deletion.
4. Click **Save**.

Deleting Districts

1. Select **Common Setup > District**.
2. Click **Edit**.
3. Select the check boxes next to the districts you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

Setting Up Parcels

A parcel of real estate is a tract or plot of land.

A parcel that is held by an owner is a property. A parcel location can be found on a map and is associated with a physical address. An owner or a contracted business can apply for a permit to develop or modify a structure on a parcel, or create a planning application for planning and zoning requests.

You add, modify, and delete parcels on the Parcel page.

Adding a Parcel

1. Select **Parcel** on the Agency Springboard.
2. On the Parcel page, click **Add**.
3. In the Basic Information section of the Parcel Details modal page, enter information in the following fields:

Page Element	Description
Parcel Number	<p>Enter the assessor's parcel number (APN) for the parcel.</p> <p>The APN is a number assigned to parcels of real property by the tax assessor of a particular jurisdiction for identification and record-keeping purposes. The APN is unique within the jurisdiction, and may conform to certain formatting standards that convey basic identifying information such as the property type or the location on a map.</p>
Parcel Type	Enter a parcel type such as <i>Condo</i> or <i>Single Family Home</i> .
Status	<p>Select the current status of the parcel. Values are:</p> <ul style="list-style-type: none"> ○ <i>Active</i>

Page Element	Description
	<ul style="list-style-type: none"> ○ <i>Retired</i> ○ <i>Provisional</i>
Enabled	Turn the Enabled switch on to make the parcel available as a lookup value on other pages.
Property Description	Enter a description of the parcel.

4. In the Land Use section of the Parcel Details modal page, enter details about the land associated with the parcel using the following fields:
 - **Zoning Code**
 - **Zoning Code 2**
 - **Zoning Description**
 - **General Plan**
 - **General Plan 2**
 - **Tax Rate Area**
 - **Parcel Size 1**
 - **Parcel Size 2**
 - **Boundary Description**
 - **Jurisdiction**
 - **Census Tract**
 - **Census Block**
 - **Subdivision**
 - **Climate Zone**
 - **Flood Zone**
 - **Flood Insurance Rate Map**
 - **Liquefaction Risk**
 - **Fire Risk**
 - **Landslide Risk**
 - **Soil Type**

5. In the Building section of the Parcel Details modal page, enter details about the building associated with the parcel using the following fields:
 - **Year Built**
 - **Structure Size 1**
 - **Structure Size 2**
 - **Number of Dwelling Units**

- **Bedrooms**
 - **Bathrooms**
 - **Pool**
 - **Patio**
 - **Additional Structure**
6. In the Location and Map Information section of the Parcel Details modal page, enter mapping and location details for the parcel using the following fields:
- **Map Name**
 - **Book Number**
 - **Map Book Page**
 - **Block Number**
 - **Lot Number**
 - **Section Number**
 - **Latitude**
 - **Longitude**
 - **X Coordinate**
 - **Y Coordinate**
7. Click **Save**.

Modifying a Parcel

1. Select **Parcel** on the Agency Springboard.
2. Select a parcel on the Parcel page.

Note: The search interface for this page uses the typical filter by functionality, or the enhanced search if Search Cloud Service is enabled. For more information on Search Cloud Service, see [Setting Up Oracle Search Cloud Service](#).

3. On the Parcel Details page you can:
 - Update the parcel field values.
 - Change the status of the parcel.
 - Enable or disable the parcel using the **Enabled** switch. Only enabled parcels are available as lookup values on other pages.
4. Click **Save**.

Deleting Parcels

1. Select **Parcel** on the Agency Springboard.
2. On the Parcel page, click **Select Multiple**.
3. Select the check boxes next to the parcels that you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

Note: Agency staff and applicants cannot delete parcels. Only system administrators can delete parcels. Additionally, only parcels that have not yet been associated with a permit can be deleted.

Configuring the Parcel Details Page

1. Select **Parcel** on the Agency Springboard.
2. Select a parcel on the Parcel page.
3. Click the **Configure Page** button in the global header to relabel or hide fields on the page. For more information, see *Modify Existing Pages*.

Related Topics

- [Setting Up Property Addresses](#)
- [Setting Up Property Owners](#)
- [Working with Property Attachments](#)
- [Applying Conditions to Parcels](#)

Setting Up Property Addresses

An address is the physical address associated with a property.

Oracle Public Sector Compliance and Regulation enables you to define property addresses by:

1. Adding addresses to existing parcels. You can add multiple addresses to one parcel.
2. Defining addresses that are independent of an existing parcel. After defining these addresses, you can associate them with one or more parcels.

Adding an Address to an Existing Parcel

You add addresses to parcels on the Parcel Address page.

1. Select **Parcel** on the Agency Springboard.

Select a parcel on the Parcel page.

Click Parcel Address in the navigation bar.

2. On the Parcel Address page, click **Add**.
3. In the Basic Information section of the Parcel Address Details page, you can:
 - Turn the **Enabled** switch on to make the row available as a lookup value on other pages.
 - Turn the **Primary** switch on to indicate that this is the primary address associated with the parcel. A parcel may have only one primary address.
4. In the Address Information section of the Parcel Address Details page, enter the following information:

Page Element	Description
Address Fields	The property address. The Country field displays <i>US</i> .

Page Element	Description
	<p>As you enter a Postal Code, the type-ahead list shows values that include appropriate city and state combinations. After you select a value, the city and state appear as read-only fields, and two address fields appear so that you can enter the rest of the address.</p> <p>If you don't know the postal code, click the Don't know link to display a full set of address fields.</p>
Address Line 1 and Address Line 2	Enter the street number or post office box number, along with any additional address information such as apartment or suite number.
City and State	Enter the city and state for the address.
Postal Code	Enter the postal code for the address. The available values for this field are filtered based on the city and state that you select.

5. In the Building and Location Information section of the Parcel Address Details page, enter the building and location details for the parcel address using the following fields:

- o **Building Type**
- o **Floor**
- o **Unit Number**
- o **Street Number**
- o **Street Name**
- o **Street Direction**
- o **Street Type**
- o **Longitude**
- o **Latitude**
- o **X Coordinate**
- o **Y Coordinate**
- o **Street Suffix**
- o **Crossroad 1**
- o **Crossroad 2**
- o **Landmark**

6. In the Contact Information section of the Parcel Address Details page, enter the contact information details for the parcel address using the following fields:

- o **Name 1** and **Name 2**
- o **Email Address**
- o **Home Phone Number**

- o **Work Phone Number**
- o **Cell Phone Number**
- o **Fax Number**

7. Click **Save**.

Adding an Address

You define addresses that are independent of existing parcels on the Address page.

1. Select **Property Address** on the Agency Springboard.
2. On the Address page, click **Add**.
3. In the Basic Information section of the Address Details page, turn the **Enabled** switch on to make the row available as a lookup value on other pages.
4. In the Address Information section of the Parcel Address Details page, enter the following information:

Page Element	Description
Address Fields	<p>The property address. The Country field displays <i>US</i>.</p> <p>As you enter a Postal Code, the type-ahead list shows values that include appropriate city and state combinations. After you select a value, the city and state appear as read-only fields, and two address fields appear so that you can enter the rest of the address.</p> <p>If you don't know the postal code, click the Don't know link to display a full set of address fields.</p>

5. In the Building and Location Information section of the Address Details page, enter the building and location details for the parcel address using the following fields:
 - o **Building Type**
 - o **Floor**
 - o **Unit Number**
 - o **Street Number**
 - o **Street Name**
 - o **Street Direction**
 - o **Street Type**
 - o **Longitude**
 - o **Latitude**
 - o **X Coordinate**
 - o **Y Coordinate**
 - o **Street Suffix**
 - o **Crossroad 1**
 - o **Crossroad 2**
 - o **Landmark**

6. In the Contact Information section of the Address Details page, enter the contact information details for the parcel address using the following fields:
 - o **Name 1** and **Name 2**
 - o **Email Address**
 - o **Home Phone Number**
 - o **Work Phone Number**
 - o **Cell Phone Number**
 - o **Fax Number**
7. Click **Save**.

Modifying a Property Address

1. You modify parcel addresses on the Address Details page. You can access this page two ways.
 - o Select **Property Address** on the Agency Springboard.
Select the address you want to modify.
 - o Select **Parcel** on the Agency Springboard.
Select a parcel on the Parcel page.
Click Parcel Address in the navigation bar.
Select an address associated with the parcel.
2. On the Address Details page you can:
 - o Update the address field values.
 - o Enable or disable the address using the **Enabled** switch. Only enabled parcel addresses are available as lookup values on other pages.
 - o Indicate whether this is the primary address associated with a parcel using the **Primary** switch.
3. Click **Save**.

Associating Parcels with an Address

1. You associate parcels with addresses on the Parcel page. You can access this page two ways.
 - o Select **Property Address** on the Agency Springboard.
On the Address page, select the address for which you want to associate parcels.
Select Parcel in the navigation bar.
 - o Select **Parcel** on the Agency Springboard.
Select a parcel on the Parcel page.
Click Parcel Address in the navigation bar.
Select an address associated with the parcel.
Select Parcel in the navigation bar.

2. On the Parcel page, click **Add**.
3. On the Parcel Address Details page, select the parcel that you want to associate with the address in the **Parcel ID** field.
4. (Optional) If you want this address to be the primary address for the parcel, turn on the **Primary** switch.
5. Click **Save**.

Deleting Property Addresses

1. You can delete property addresses from the Addresses and Parcel Addresses pages.
 - o Access the Addresses page by selecting **Property Address** on the Agency Springboard.
 - o Access the Parcel Addresses page by selecting **Parcel** on the Agency Springboard.
Select a parcel on the Parcel page.
Click Parcel Address in the navigation bar.
2. Click **Select Multiple**.
3. Select the check boxes next to the parcel addresses that you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

Setting Up Property Owners

You add, modify, and delete property owners on the Owner page.

Adding a Property Owner

1. Select **Parcel** on the Agency Springboard.
Select a parcel on the Parcel page.
Click Parcel Owner in the navigation bar.
2. On the Parcel Owner page, click **Add**.
3. In the Basic Information section of the Parcel Owner Details page, enter information in the following fields:

Page Element	Description
Enabled	Turn the Enabled switch on to make the row available as a lookup value on other pages.
Primary	Turn the Primary switch on to indicate that this is the primary owner associated with the parcel. A parcel may have only one primary owner.
Owner and Secondary Owner	Enter the names of the owner and secondary owner of the parcel.
Owner Type	Enter the type of owner for the parcel such as <i>Personal</i> or <i>Town</i> .

4. In the Location Information section of the Parcel Owner Details page, enter details about the location associated with the parcel owner using the following fields:

Page Element	Description
Address Fields	<p>The property owner address. The Country field displays <i>US</i>.</p> <p>As you enter a Postal Code, the type-ahead list shows values that include appropriate city and state combinations. After you select a value, the city and state appear as read-only fields, and two address fields appear so that you can enter the rest of the address.</p> <p>If you don't know the postal code, click the Don't know link to display a full set of address fields.</p>
Street Number, Street Direction, Street Name, and Street Type	Enter the street information for the parcel owner.
Building Type	Enter the type of building associated with the parcel owner.
Floor	Enter the floor of the building for the parcel owner.
Unit Number	Enter the unit number for the parcel owner.

5. In the Contact Information section of the Parcel Owner Details page, enter the contact information details for the parcel owner using the following fields:
 - **Email Address**
 - **Home Phone Country Code**
 - **Home Phone Number**
 - **Work Phone Country Code**
 - **Work Phone Number**
 - **Cell Phone Country Code**
 - **Cell Phone Number**
 - **Fax Country Code**
 - **Fax Number**
6. In the Transfer Information section of the Parcel Owner Details page, enter transfer details for the parcel owner using the following fields:
 - **Last Transfer Type**
 - **Document Number**
7. Click **Save**.

Modifying a Property Owner

1. Select **Parcel** on the Agency Springboard.

Select a parcel on the Parcel page.

Click Parcel Owner in the navigation bar.

Select an owner associated with the parcel.

Note: Select **Property Owner** on the Agency Springboard to select a parcel owner to modify from a list of all parcel owners.

2. On the Parcel Owner Details page you can:
 - o Update the parcel owner field values.
 - o Enable or disable the parcel owner using the **Enabled** switch. Only enabled parcel owners are available as lookup values on other pages.
 - o Indicate whether this is the primary owner associated with the parcel using the **Primary** switch.
3. Click **Save**.

Deleting Property Owners

1. Select **Parcel** on the Agency Springboard.

Select a parcel on the Parcel page.

Click Parcel Owner in the navigation bar.
2. On the Parcel Owner page, click **Select Multiple**.
3. Select the check boxes next to the parcel owners that you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

Assigning Districts to Parcels

You add, modify, and delete parcel district assignments on the Parcel District page.

Assigning districts to parcels is required setup for inspection scheduling. For more information, see [Setting Up Inspection Scheduling](#).

Assigning a District to a Parcel

1. Select **Parcel** on the Agency Springboard.

Select a parcel on the Parcel page.

Click Parcel District in the navigation bar.
2. On the Parcel District page, click **Add**.
3. On the Parcel District Details page, enter the district you want to associate with the parcel in the **District** field.
4. Click **Save**.

Modifying a Parcel District Assignment

1. Select **Parcel** on the Agency Springboard.
Select a parcel on the Parcel page.
Click Parcel District in the navigation bar.
2. Select a district on the Parcel District page.
3. On the Parcel District Details page you can:
 - o Select a different district to assign to the parcel.
 - o Delete the assigned district. You will be prompted to confirm the permanent deletion.
4. Click **Save**.

Deleting Parcel District Assignments

1. Select **Parcel** on the Agency Springboard.
Select a parcel on the Parcel page.
Click Parcel District in the navigation bar.
2. Click **Select Multiple**.
3. Select the check boxes next to the parcel district relationships you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

Assigning Districts to Addresses

You assign districts to addresses on the Address District page.

Inspections are scheduled and assigned based on the district associated with a property. For properties associated with a parcel, you assign districts to the parcel on the Parcel District page. See [Assigning Districts to Parcels](#). For properties with an address, but no parcel, use the Address District page to assign districts to a property.

For more information on inspection scheduling and assignment, see [Setting Up Inspection Scheduling](#).

Assigning a District to an Address

1. Select **Property Address** on the Agency Springboard.
Select an address on the Address page.
Click Address District in the navigation bar.
Note: The Address District page is available only for addresses with no parcel.
2. On the Address District page, click **Add**.
3. On the Address District Details page, enter the district you want to associate with the address in the **District** field.
4. Click **Save**.

Deleting an Address District Assignment

1. Select **Property Address** on the Agency Springboard.

Select an address on the Address page.

Click Address District in the navigation bar.

Note: The Address District page is available only for addresses with no parcel.

2. Select a district on the Address District page.
3. On the Address District Details page, click **Delete**. You will be prompted to confirm the permanent deletion.

Note: If you associate an address that has a district assigned to it to a parcel, the system automatically removes the district assignment. This is because the district assignment is now defined through the parcel associated with the address rather than through the address itself.

Setting Up Parcel Values

You add, modify, and delete parcel values on the Parcel Value page.

Adding a Parcel Value

1. Select **Common Setup > Parcel Value**.
2. On the Parcel Value page, click **Add**.
3. On the Parcel Value Details page, enter information in the following fields:

Page Element	Description
Parcel ID	Enter the ID of the parcel for which you are defining an address. For more information on parcels, see Setting Up Parcels .
Effective Start Date and Effective End Date	Enter the date range for which the parcel value is valid. Note: You can leave the Effective End Date field blank to give the parcel an open end date.
Parcel Size 1 and Parcel Size 1 UOM (parcel size 1 unit of measure)	Enter a numeric value and a unit of measure to define the size of the parcel.
Parcel Size 2 and Parcel Size 2 UOM (parcel size 2 unit of measure)	Enter a numeric value and a unit of measure to define an additional size for the parcel.

Page Element	Description
Land Value	Enter the monetary value of the land associated with the parcel.
Improvement Value	Enter the monetary value of any improvements made to the parcel.
Personal Property Value	Enter the monetary value of any personal property associated with the parcel.
Fixtures	Enter the monetary value of any fixtures associated with the parcel.
Owner Exemption, Fixture Exemption, and Other Exemption	Enter the monetary value of any exemptions associated with the parcel.
Net Assessed Value	Enter the assessed monetary value of the parcel.
Currency Code	Enter the currency that applies to the parcel value.
Property Use Code	Enter the property use code associated with the parcel.
Parcel Number	Displays the parcel number associated with the Parcel ID that you selected.

4. Click **Save**.

Modifying a Parcel Value

1. Select **Common Setup > Parcel Value**.
2. Click a row on the Parcel Value page.
3. On the Parcel Value Details page you can:
 - o Update the parcel value field values.
 - | **Note:** You cannot edit the **Parcel ID** and **Effective End Date** fields.
 - o Delete the parcel value. You will be prompted to confirm the permanent deletion.
4. Click **Save**.

Setting Up Ownership Types

Ownership type indicates how a business was established; for example, a corporation or a nonprofit. You set up ownership types for your agency on the Ownership Type page.

Adding an Ownership Type

1. Select **Common Setup > Ownership Type**.
2. On the Ownership Type page, click **Add New** to add an ownership type.
3. On the Ownership Type Details page, enter a name for the ownership type.
4. Enter a description.
5. Verify that the **Enabled** switch is turned on. The switch is turned on by default for a new ownership type.
6. Click **Save**.

Modifying an Ownership Type

1. Select **Common Setup > Ownership Type**.
2. On the Ownership Type page, click the row for the ownership type that you want to modify.
3. On the Ownership Type Details page you can:
 - o Modify the ownership type description. You cannot change the name.
 - o Click the **Enabled** switch to enable or disable the ownership type.
4. If you made any changes, click **Save**.

Deleting an Ownership Type

1. Select **Common Setup > Ownership Type**.
2. On the Ownership Type page, click the row for the ownership type that you want to delete.
3. On the Ownership Type Details page, click **Delete**.
4. If you want to delete multiple ownership types, you can delete them from the Ownership Type page:
 - a. Click **Edit**.
 - b. Select the check boxes for the ownership type rows to delete.
 - c. Click the **Delete** icon.

Setting Up Property Types

Property type categorize properties according to criteria such as how the property is used or the type of dwelling.

You add, modify, and delete property types on the Property Type page.

Adding a Property Type

1. Select **Common Setup > Property Type**.
2. On the Property Type page, click **Add**.
3. On the Property Type Detail page, enter values for the following fields:

Page Element	Description
Property Type	Enter the type of property, such as <i>Residential</i> or <i>Commercial</i> .
Description	Enter a property type description.

Page Element	Description

4. Verify that the **Enabled** switch is turned on.
The switch is on by default for a new property type.
5. Click **Save**.

Modifying a Property Type

1. Select **Common Setup > Property Type**.
2. Click a row on the Property Type page.
3. On the Property Type Detail page you can:
 - o Update the property type description.
 - o Turn off the **Enabled** switch to deactivate the property type.
4. Click **Save**.

Deleting Property Types

1. Select **Common Setup > Property Type**.
2. To view a definition before deleting it, click the row to be deleted, then click the **Delete** button on the Property Type Details page.
3. To delete one or more definitions without viewing details:
 - a. Click **Edit**.
 - b. Select the check boxes next to the definitions that you want to delete.
 - c. Click **Delete**.

You will be prompted to confirm the permanent deletion.

Setting Up Property Conditions

A property condition identifies the general condition of the property. This value is used to indicate the general age of a property, a property's physical condition, or other condition.

You add, modify, and delete property conditions on the Property Condition page.

Adding a Property Condition

1. Select **Common Setup > Property Condition**.
2. On the Property Condition page, click **Add**.
3. On the Property Condition Detail page, enter values for the following fields:

Page Element	Description
Property Condition	Enter the property condition, such as <i>Poor</i> or <i>Good</i> .

Page Element	Description
Description	Enter a description of the property condition.

4. Verify that the **Enabled** switch is turned on.
The switch is on by default for a new property condition.
5. Click **Save**.

Modifying a Property Condition

1. Select **Common Setup > Property Condition**.
2. Click a row on the Property Condition page.
3. On the Property Condition Detail page you can:
 - o Update the property condition description.
 - o Turn off the **Enabled** switch to deactivate the property type.
4. Click **Save**.

Deleting Property Conditions

1. Select **Common Setup > Property Condition**.
2. To view a definition before deleting it, click the row to be deleted, then click the **Delete** button on the Property Condition Details page.
3. To delete one or more definitions without viewing details:
 - a. Click **Edit**.
 - b. Select the check boxes next to the definitions that you want to delete.
 - c. Click **Delete**.

You will be prompted to confirm the permanent deletion.

8 Setting Up Contractor Licenses

Setting Up Contractor License Options

Contractor license options are system-wide settings that control contractor license processing and data. You can maintain multiple sets of options, each with its own identifying code. But only one code at a time can be active.

Use contractor options to control:

- Whether you integrate with an external licensing body to validate license information.
- Whether to allow users to manually choose classifications for licenses.
- Whether to decline an application based on the status of the license.
- Which sections for supplemental license information are visible to users.

To set up contractor options:

1. Select **Contractor Setup > Contractor License Options**.
2. Click **Add** to create a new set of options, or click an existing row to modify it.
3. If you're creating a new set of options, enter a unique **Code** as an identifier.
4. Enter a **Description** for this set of configuration options.

The description should be suitable for end-users because both public users and agency staff see the description when entering contractor information.

5. Use the **Setup Enabled** switch to indicate whether this is your active contractor configuration.

Only one set of configuration options can be active. If another configuration is already active, then an error message explains that you must turn off this switch for the active configuration first.

6. Use these switches to enable additional configuration options:

Page Element	Description
Integration Enabled	<p>When this option is enabled, users can retrieve license information from an external licensing body. The Integrations link becomes visible so you can identify the Oracle Autonomous Integration Cloud (OIC) integration that retrieves the information.</p> <p>When integration is active, the Use Status Rules setting is enabled and the Select License Type switch is disabled.</p>
Select License Type	<p>When this option is enabled, users can select a contractor license type when entering contractor information. The License Types link becomes visible so you can maintain the list of license types for this set of options.</p> <p>Either the Select License Type switch or the Integration Enabled switch must be enabled. Activating one option automatically turns off the other one.</p>

Page Element	Description
Use License Classifications	When this option is enabled, users can manually maintain the license classifications for a license. The Classifications link becomes visible so you can maintain the list of classifications for this set of options.
Use Status Rules	When the Integration Enabled option is on, this switch is on and read-only. Use status rules to map the licensing body's statuses to your own internal statuses. The Status Rules link becomes visible so you can maintain this mapping to decline an application based on the internal status. When integration is off, and this option is enabled, you can decline an application based on the internal status.
Choose Sections to Display	When this option is enabled, you can mark any of the sections for supplemental contractor information as hidden. The Sections link becomes visible so you can set the visibility of each section.

7. If the **Integration Enabled** switch is on, click the **Integrations** link to configure these integration settings:

Page Element	Description
Type	Identifies the process that uses integration: <ul style="list-style-type: none"> ○ <i>Verify license online</i> retrieves information for a specific license that a user enters in the main contractor page or in the intake form for a permit or planning application. These pages have a button that the user clicks to initiate information retrieval. ○ <i>Batch load license data</i> is not currently supported. <p>You can create only one row for each integration type.</p>
Integration Name	Enter the name of the OIC integration that retrieves contractor license information.
Integration Parameter	Enter the query parameter for the OIC integration end point.
Integration Version	Enter the version number of the OIC integration.
Key	Leave this field blank. The source key is maintained in the OIC integration definition.
Enabled	Indicate whether the integration type is enabled.

8. If the **Select License Types** switch is enabled, click the **License Types** link to maintain the license types for this set of options.

Enter the following information for each license type:

Page Element	Description
Code	Enter the unique identifier for the license type.
Description	Enter the descriptive name of the license type.
Enable	Indicate whether the license type is enabled.

- If the **Use License Classifications** switch is enabled, click the **Classifications** link to maintain the license classifications for this set of options.

Enter the following information for each license classification:

Page Element	Description
Code	Enter the unique identifier for the license classification. The contractor licensing body sets these codes.
Description	Enter the descriptive name of the license classification.
Enable	Indicate whether the license classification is enabled.

- If the **Use Status Rules** switch is enabled, click the **Status Rules** link to set up rules for declining applications based on the license status.

The statuses that the licensing body assigns are called *source statuses*. When integration is turned on, you map a source status to an agency's internal status.

Enter the following information for each status rule:

Page Element	Description
Status	<p>Select the agency status for this rule. When a license has this status in the contractor records, and the Decline Application switch is on, the application can't be submitted.</p> <p>If using an integration, select the agency status to assign to licenses that have the specified source status. If multiple source statuses map to a single agency status, there will be multiple rows for the agency status. If a source status does not map to an internal status, the default internal status is <i>Other</i>.</p>

Page Element	Description
Source Status	Enter a license status that's assigned by the licensing body. This field is only available when you're integrating with a licensing body. When integration is turned on, you map a source status to an agency's internal status.
Decline Application	Enable this switch to prevent applications from being submitted when a contractor license has this agency status, or this source-to-agency status mapping when integrated with an external licensing body.
Enabled	Indicate whether the status rule is enabled.

11. If the **Choose Sections to Display** switch is enabled, click the **Sections** link to maintain section visibility settings.

Sections are specific categories of supplemental information about licenses. License classifications appear in a section. Other sections contain information about bonds and insurance such as Workers' Compensation.

In the list of available sections, use the **Enabled** switch to control section visibility. Turning off the switch hides the section from both agency staff and public users.

12. Click **Save**.

Setting Up Contractor License Sections

Contractor license information can include sections with different types of data such as license classification information, workers' compensation information, and contractors' bonds. To ensure that users see meaningful labels for these sections, use the Contractor License Sections page to maintain section descriptions.

Note: This page is only for updating descriptions. To hide a section so it is not seen by either agents or public users, use the Contractor License Options page.

To maintain the descriptions of contractor license sections:

1. Select **Contractor Setup > Contractor License Sections**.
2. Review the **Description** for each delivered section, and update the descriptions as needed.

These are the delivered sections:

Section Code	Delivered Description
ORA_BQI	Other Bonds
ORA_CB	Contractor Bond

Section Code	Delivered Description
ORA_CLASS	Classification
ORA_WC	Workers' Compensation

3. Click **Save**.

9 Setting Up Comments

Managing Comments

This topic provides an overview about Standard Comments and discusses how to manage Comments.

Standard Comments: Overview

Standard comments are pre-defined comments that users can easily and quickly use, instead of manually entering the text. Standard comments are generic and complete, which make them reusable.

Users can use Standard Comments across all Public Sector Compliance and Regulation offerings. You can use Standard Comments while updating your applications.

System Administrators set up application categories and subcategories using the Application Category page, based on the type of comments you wish to have. Standard Comments are set up using the Standard Comments page.

Managing Comments

You manage the Comments by setting up how you want the comments to be available for the agency staff members.

1. Select **Comments > Manage Comments**.
2. On the Manage Comments page, you add values to all these fields:

Page Element	Description
Number of days comment is recent	Enter a numeric value or use the increment/decrement buttons. The number of days a comment is listed as Recent is based on the value in this field.
Rich Text Editor	Use the switch to enable or disable Rich Text Editor formatting for comments.
Comment Summary Length	<p>Enter a numeric value or use the increment/decrement buttons. This value determines the maximum number of characters that can be displayed in the Comment Summary field.</p> <p>Note: The system allows a maximum length of two hundred (200) characters in the comment summary.</p>

3. Click **Save** to save the changes.

Setting Up Standard Comment Categories and Subcategories

This topic discusses how to set up Standard Comment Categories and Subcategories.

Setting Up Standard Comment Categories and Subcategories

You set up the comments categories and subcategories on the Application Category page.

1. Select **Comments Setup > Comment Categories**.

On the Application Category page, click **Add** to add a new category.

2. On the Application Category Details page, you add values to all these fields:

Field Name	Description
Application Category	Enter a category.
Description	Enter a description for the category. This description displays detailed information about the category when searching for categories.

3. Turn on the **Enabled** switch if you want to enable this category when you save it. The switch is turned off by default for a new category.
4. In the Application Groups section, you can include application groups that you want this category to be available for. Click **Add** to open the Application Group Details page, select the application group.
5. Turn on the **Enabled** switch if you want to enable the selected group when you save the page.
6. Click **Save** to save the newly added application group and return to the Application Category Details page.
7. To add an application subcategory, select the Application Subcategories section and click **Add**.
8. On the Application Subcategory Details page, you add values to all these fields:

Field Name	Description
Application Subcategory	Enter a subcategory
Description	Enter a description for the subcategory. This description displays detailed information about the subcategory when searching for subcategories.

9. Turn on the **Enabled** switch if you want to enable this subcategory when you save it. The switch is turned off by default for a new subcategory.
10. Click **Save** to save the newly added application subcategory and return to the Application Category Details page.
11. Click **Save** to save the record and return to the Application Category page.

Modifying Standard Comment Categories and Subcategories

You modify the comments categories and subcategories on the Application Category Details page.

1. Select **Comments Setup > Comment Categories** .
2. On the Application Category page, click the chevron on a category line to select and modify the category.
3. On the Application Category Details page, enter new values in the *Application Category* and *Description* fields.
4. Verify that the **Enabled** switch is turned on if you want to enable this category when you save it.
5. Use the Application Groups section to select the application group that you want this category to be available for.
6. In the Application Subcategories section, you can edit the application subcategories.
7. Click **Save** to save the changes. You can use the **Delete** button to delete the category.

Viewing, Adding, Modifying, and Deleting Standard Comments

This topic discusses how to view, add, modify, and delete Standard comments.

Viewing Standard Comments

You search and view Standard Comments on the Standard Comments page.

1. Select **Comments Setup > Standard Comments** .
2. Use the application category or application subcategory fields to filter comments on the Standard Comments page.

Adding Standard Comments

You add comments using the **Add** button on the Standard Comment page.

1. Select **Comments Setup > Standard Comment**
2. On the Standard Comments page, click **Add** to open the Standard Comment Details page and add a new comment.
3. On the Standard Comment Details page, enter values for these fields:

Page Element	Description
Comment Code	Enter a comment code.
Application Category	Enter an application category
Application Subcategory	Enter an application subcategory
Description	Enter a comment.

Page Element	Description

4. Verify that the **Enabled** switch is turned on if you want to enable this comment when you save.
5. Click the **Save** button to save the new comment and return to the Standard Comment page.

Modifying Standard Comments

You modify comments on the Standard Comment Details page.

1. On the Standard Comments page, click the chevron on a comment line to select and modify the comment.
2. To modify the comment, you can change the values entered in the Application Category and Application Subcategory fields, and edit the description.
3. Verify that the **Enabled** switch is turned on if you want to enable this modified comment when you save.
4. Click **Save**.

Deleting Standard Comments

You delete comments on the Standard Comment Details page.

1. On the Standard Comments page, click the chevron on the comment line which you want to delete.
2. On the Standard Comment Details page, click the **Delete** button to delete the comment.
3. Click Yes on the confirmation page to delete the comment and return to the Standard Comments page.

Modifying Document Categories and Subcategories

1. Select **Common Setup > Document Category** .
2. On the Document Category page, select the row for the category that you want to modify.
3. On the Document Category Details page, you can modify the category name and description, and turn the **Enabled** switch on or off.
4. Click **Save** to save any changes.
5. To modify a document subcategory:
 - a. Select the associated category to open the Document Category Details page.
 - b. Select the subcategory that you want to modify.
 - c. On the Document Subcategory Details page, you can change the subcategory name and description, and turn the **Enabled** switch on or off.
 - d. Click **Save**.

Deleting Document Categories and Subcategories

1. Select **Common Setup > Document Category** .
2. On the Document Category page, select the row for the category that you want to delete.
3. If you want to delete the document category, click **Delete** on the Document Category Details page.
Note: When you delete a document category, all associated subcategories are also deleted.
4. If you want to delete multiple document categories, you can delete them on the Document Category page:
 - a. Click **Edit**.
 - b. Select the check boxes for the document category rows to delete.
 - c. Click **Delete**.
5. To delete the document subcategory, click **Delete** on the Document Subcategory Details page.
6. If you want to delete multiple subcategories, you can delete them from the Document Category Details page using the **Edit** and **Delete** buttons.

Setting Up Document Groups

You set up document groups using the Document Group pages to organize the various categories of attachment files into a grouping.

When you assign a document group to a transaction type, the categories and subcategories associated with that document group can be selected for document attachments associated with those transactions.

This example illustrates the Document Group Details page, which is described in the following text.

Document Group Details Cancel Delete Save

* Group ID ZPER-DOCGRPID1 Enabled

* Group ZPER-DOCGRP1 * Description Document Group1

Document Category

Category ID	Category	Description	Enabled	Actions
BLUEPRINT	BLUEPRINT	Drawings blueprints and layouts	<input checked="" type="checkbox"/>	+ -
Forms_1548829255279	Blueprints	Application form	<input checked="" type="checkbox"/>	+ -

Adding Document Groups

1. Select **Common Setup > Document Group**.
2. On the Document Group page, click **Add** to add a new document group.
3. Enter values on the Document Group Details page:

Page Element	Description
Group ID	Enter an identifier for the group.
Group	Enter a name for the group.
Description	Enter a description of the group.
Enabled	Turn the switch on to make the group available for use. The group is disabled by default.

4. Click **Save**.
5. Add document categories that make up the grouping by clicking **Add** in the **Document Category** section.
6. Enter a document category ID or use the lookup prompt to find a category ID.
If desired, you can click the **Document Category** link to research which category to choose. For more information about document categories, see *Setting Up Document Categories and Subcategories*.
7. Click **Save**.

Modifying Document Groups

1. Select **Common Setup > Document Group**.
2. On the Document Group page, select the row for the group that you want to modify.
3. On the Document Group Details page, you can modify the group name and description, and turn the **Enabled** switch on or off.

Disabled document groups can't be selected in the prompt list for a transaction type.

Note: Disabling a document group does not affect attachments for existing or new transactions associated with permit types to which that document group is assigned. The categories and subcategories associated with a disabled group continue to display for existing attachments, and are still available to select for new attachments.

4. Click **Save** to save any changes.
5. You add, remove, disable, and enable document categories for the group in the **Document Category** section.

When you disable a single category associated with a document group, that category and its subcategories continue to display for existing attachments, but are unavailable for new attachments.

To modify a document category, you must go to the Document Category definition pages. See *Setting Up Document Categories and Subcategories*.

Note: If you disable a category on the Document Category Details page, but it's still included in the list of enabled categories for a document group, it will continue to be available in the prompt list for attachments.

Deleting Document Groups

1. Select **Common Setup > Document Group**.
2. On the Document Group page, select the row for the group that you want to delete.
3. Click **Delete** on the Document Group Details page.
4. If you want to delete multiple document groups, you can delete them on the Document Group page:
 - a. Click **Edit**.
 - b. Select the check boxes for the document group rows to delete.
 - c. Click **Delete**.
5. To delete a document category from the group, click the **Delete** icon for the document category row in the **Document Category** section.

Related Topics

- [Setting Up Business License Types](#)
- [Setting Up Permit Types](#)
- [Setting Up Planning Application Types](#)
- [Working with Attachments](#)

11 Setting Up Communications

Setting Up the Twilio Security Endpoint

This topic discusses how to enable and set up the Twilio security endpoint for text message communications.

Text communications through Twilio is an optional feature provided in Oracle Functional Setup Manager (FSM) . Before configuring this feature, you must first enable it.

Enabling the Twilio Integration

1. Access FSM by selecting **Setup and Maintenance** in the navigator.
2. Select a PSCR offering such as *Public Sector Permits* or *Public Sector Planning and Zoning*.
3. Click the **Change Feature Opt In** link.
4. Click the **Features** icon for the System Administration functional area.
5. Click the **Enable** check box for the Text Communications through Twilio feature.

Note: You can deselect the **Enable** check box to disable the Text Communications through Twilio feature.

Configuring the Twilio Security Endpoint

Once the Twilio integration is enabled, you can configure the Twilio security endpoint on the Manage Twilio Security Endpoint page.

1. Access FSM by selecting **Setup and Maintenance** in the navigator.
2. Select a PSCR offering such as *Public Sector Permits* or *Public Sector Planning and Zoning*.
3. Select the **System Administration** functional area.
4. In the **Show** field, select All Tasks.
5. Select the **Manage Twilio Security Endpoint** task.
6. On the Manage Twilio Security Endpoint page, enter information for the following fields:

Page Element	Description
URL	Enter the URL to access Twilio's token endpoint. This should include the host and the context root information. Use the sandbox endpoint for testing and then use the live URL when you go live.
Security Policy	Select the applicable token from the drop-down list.
Username	Enter the API client_id value for your Twilio endpoint account.
Password	Enter the Twilio endpoint API secret code for your Twilio endpoint account.

7. Click **Save and Close** to save the configuration and return to the Setup page.

Delivered Communication Events

Oracle Public Sector Compliance and Regulation delivers a robust registry of communication events that are triggered by transactions and processes within the application. You can view a partial list of communication events and descriptions in this topic.

The delivered communication events are found on the Communication Events page (**Communication Setup > Communication Events**).

Ad Hoc Communication Resource

Communication Event Name	Communication Description
Ad Hoc Communication Event	An ad hoc email or notification was sent.

For more information on ad hoc communications, see [Working with Ad Hoc Communications](#).

Communication Record Details

Communication Event Name	Communication Description
Web Form Response	Notifies agency staff that an applicant responded to a web form questionnaire.

For more information on web form questionnaires, see [Working with Application Communications](#).

Expiration Communication Resources

Communication Event Name	Communication Description
About to Expire Permit Expired Permit	Generates a notification when a permit is about to expire or expired. For example, when the permit is about to expire or expired, the agency staff and the contact listed on the application receive a notification.
Permit About to Expire Based on Inspection Commencement Permit Expired Based on Inspection Commencement	Generates a notification when a permit is about to expire or expired due to inactivity, because the first inspection hasn't been scheduled or passed. For example, when a permit is about to expire or expired due to inactivity because the first inspection hasn't commenced, the agency staff and the contact on the application receive a notification.
About to Expire Planning and Zoning Application Expired Planning and Zoning Application	Generates a notification when the planning application is about to expire or expired. For example, when the planning application is about to expire or expired, the agency staff and the contact listed on the application receive a notification.

Communication Event Name	Communication Description
About to Expire Pre-Application Expired Pre-Application	Generates a notification when the pre-application is about to expire or expired. For example, when the pre-application is about to expire or expired, the agency staff and the contact listed on the application receive a notification.

For more information about permit and planning application expiration, see [Expiration Overview](#) and [Working with Application Expiration](#).

Communication Event Name	Communication Description
About to Expire Business License Expired Business License	Generates a notification when a business license is about to expire or expired. For example, when the business license is about to expire or expired, the agency staff and the contact listed on the application receive a notification.
About to Expire Business License Consultation Expired Business License Consultation	Generates a notification when a business license consultation is about to expire or expired. For example, when the business license consultation is about to expire or expired, the agency staff and the contact listed on the application receive a notification.

For more information about business license and business license consultation expiration, see [Viewing Business License Expiration](#).

Fee Communications

Communication Event Name	Communication Description
New Fees Due	When agency staff manually adds a new fee, the applicant receives a notification that new fees have been assessed and are due.

For more information on manually adding a fee item, see [Working with Fees and Payments](#).

Generic Alert Resource

Communication Event Name	Communication Description
General Alerts	Text was created to appear in the banner of the Agency Springboard or the landing pages for anonymous and registered users.

For more information about generic alerts, see [Defining Alerts](#).

Inspection

The following communication events are provided for permit inspections.

Note: This resource and events are registered with the Business Rules Framework. For more information, see [Business Rules Framework Overview](#) and [Setting Up Business Rules](#).

Communication Event Name	Communication Description
Final Inspection Passed	<p>Generates a notification when an inspector submits the final inspection for a permit with a passing result.</p> <p>For example, when an inspector submits the final inspection for a permit with a passing result, the permit technician or applicant receives a notification.</p> <p>For more information about performing inspections, see Overview of Mobile Oracle Inspector for Permits.</p>
Inspection Canceled	<p>Generates a notification when the applicant or agency staff cancel an inspection.</p> <p>For example, when the applicant or agency staff cancel an inspection, the applicant, inspection contact, inspector, and inspection supervisor can receive a notification.</p> <p>For more information, see Managing Inspections for an Agency and Managing Inspections for a Permit.</p> <p>Note: This event is also triggered when the permit associated with an inspection is withdrawn or expires.</p>
Inspection Complete	<p>Generates a notification when the inspector completes an inspection and submits the inspection results or when inspections are updated from <i>Scheduled</i> to <i>Completed</i> status.</p> <p>For example, when the inspector completes any inspection and submits the inspection results, the applicant or agency staff receive a notification that the inspection is complete, regardless of the inspection result.</p> <p>For more information about performing inspections, see Overview of Mobile Oracle Inspector for Permits.</p>
Inspection ETA Updated	<p>Generates a notification when the inspector updates the estimated time of arrival at an inspection site.</p> <p>For example, when the inspector updates the estimated time of arrival at an inspection site for a scheduled inspection, the contact at the inspection location receives a notification.</p> <p>For more information about performing inspections, see Overview of Mobile Oracle Inspector for Permits.</p>
Inspection Requested	<p>Generates a notification when an inspection has been requested.</p> <p>For example, when an inspection request has been created, the permit technician can receive an email notification.</p> <p>For more information about requesting inspections, see Requesting Inspections.</p>

Communication Event Name	Communication Description
Inspection Rescheduled	<p>Generates a notification when the applicant or agency staff reschedule an inspection.</p> <p>For example, when the applicant or agency staff reschedule an inspection, the applicant, inspection contact, inspector, and inspection supervisor can receive a notification.</p> <p>For more information about rescheduling an inspection, see Assigning Inspections Using the Supervisor Calendar and Requesting Inspections.</p>
Inspection Scheduled	<p>Generates a notification when an inspection has been scheduled and assigned to an inspector.</p> <p>For example, when the inspection has been scheduled and assigned to the inspector, the inspector and inspection contact can receive an email notification.</p> <p>For more information about assigning an inspection, see Assigning Inspections Using the Supervisor Calendar.</p>

Oracle Intelligent Advisor Anonymous Results

Communication Event Name	Communication Description
Anonymous Results Save	The anonymous public user receives an email with the results of recommended permits after submitting the permit guide questionnaire.

For more information about the Permit Guide for anonymous public users, see [Setting Up the Landing Page for Anonymous Users](#).

Payment History Resource

Communication Event Name	Communication Description
Payment Received	A successful payment triggers a notification configured using an email template.

Permits Workflow Communications

Communication Event Name	Communication Description
Workflow 001	<p>These delivered events are not associated with specific actions in the Public Sector system. Instead, they are generic events that are delivered for use with workflow. For example, you can use these events when configuring workflow to send notifications related to permit status changes.</p> <p>When you set up workflow in the Oracle Integration Cloud, you implement notifications by creating a workflow event that sends a communication event name, template name, and permit ID to the communications center. The communication center then takes care of sending the notification.</p> <p>See Setting Up Process Definitions for Workflow.</p>
Workflow 002	
Workflow 003	
Workflow 004	
Workflow 005	

Planning and Zoning Workflow Communications

Communication Event Name	Communication Description
PNZ Workflow 001 PNZ Workflow 002 PNZ Workflow 003 PNZ Workflow 004 PNZ Workflow 005	<p>These delivered events are not associated with specific actions in the Public Sector system. Instead, they are generic events that are delivered for use with workflow. For example, you can use these events when configuring workflow to send notifications related to planning application status changes to applicants and owners.</p> <p>When you set up workflow in the Oracle Integration Cloud, you implement notifications by creating a workflow event that sends an communication event name, template name, and planning application ID to the communications center. The communication center then takes care of sending the notification.</p> <p>See Setting Up Process Definitions for Workflow.</p>

Plan Review

The following communication events are provided for plan reviews.

Note: This resource and events are registered with the Business Rules Framework. For more information, see [Business Rules Framework Overview](#) and [Setting Up Business Rules](#).

Communication Event Name	Communication Description
Plan Review Completed or Canceled	<p>Generates a notification when a plan review is completed or canceled.</p> <p>Note: This event is also triggered when the permit associated with a plan review is withdrawn.</p>
Plan Review Finalized	Generates a notification when a plan review is finalized.
Plan Review Ready To Finalize	Generates a notification when a plan review is ready to be finalized.

For more information about plan review communications, see [Managing Manual Plan Review Cycles](#) and [Managing Electronic Plan Review Cycles](#).

User Profile Notifications

The User Profile Notifications resource provides the following communication events.

Communication Event Name	Communication Description
User Account Information Changed	Notifies a public user when the user's account is updated by agency personnel.
Contractor License Verification Failed	Notifies a public user that the contractor's license could not be verified.

Communication Event Name	Communication Description
Contractor License Verification Pending	Notifies a public user that the contractor's license verification is pending.
Contractor License Verification Passed	Notifies a public user that the contractor's license has been verified.
Law Enforcement Verification Failed	Notifies a public user that their status as a member of law enforcement or a judicial agency could not be verified.
Law Enforcement Verification Pending	Notifies a public user that verification for being a member of law enforcement or a judicial agency is pending.
Law Enforcement Verification Passed	Notifies a public user that verification for being a member of law enforcement or a judicial agency is complete.
License Verification Failed	Notifies a public user that the license could not be verified.
License Verification Pending	Notifies a public user that the license verification is pending.
License Verification Passed	Notifies a public user that the license has been verified.
Welcome Business Profile	Sends a welcome notification and instructions to a permit applicant who creates a new business profile.
User Profile Information Changed	Notifies a public user when the user's profile is updated by agency personnel.
Welcome Personal Profile	Sends a welcome notification and instructions to a permit applicant who creates a new personal profile.

User Trust Account Notifications

The User Trust Account Notifications resource provides the following communication events.

Communication Event Name	Communication Description
Trust Account Verification Failed	Notifies a public user that the trust account could not be verified.
Trust Account Verification Pending	Notifies a public user that the trust account verification is pending.
Trust Account Verification Passed	Notifies a public user that the trust account has been verified.

See *Verifying Public User Information*.

Setting Up Communication Templates

Communication events trigger delivery of different communication types to various users. The agency defines the content and recipients using communication templates.

Agency users add, modify, and delete communication templates on the Communication Event Details page.

The communication events themselves are delivered with Oracle Public Sector Compliance and Regulation. For a partial list of the available communication events, see *Delivered Communication Events*.

Adding Communication Templates

1. Select **Communication Setup > Communication Events** in the navigator.
2. Click the row on the Communication Event page for which you want to add a template.
3. On the Communication Event Details page, click **Add** in the Communication Template grid.
4. On the Communication Template Details page, enter values for the following fields:

Page Elements	Definition	Notes
Code	Enter a unique identifier code for the communication template.	To make the code unique, Oracle recommends that you create it using a portion of the communication event name. For example, you might use <i>SUB01</i> for the email template of the Application Submit communication event. This is because communication template codes must be unique across all communication events. If you create a communication template for one event that has the same code as a template for another event, you will receive an error when you try to save it.
Name	Enter a name for the communication template.	
Channel Type	Specify the type of communication that this template generates. Values are: <ul style="list-style-type: none"> ○ <i>Alert</i>: Generates text that is displayed to users when they log in to the application. ○ <i>Email</i>: Generates an email that is sent to users. ○ <i>Emails and Notifications</i>: Generates both an email and a notification with the same message. 	The fields that are available to define on this page vary depending on the channel type that you select.

Page Elements	Definition	Notes
	<ul style="list-style-type: none"> ○ <i>Notification</i>: Generates a notification that appears when users click the notification icon in the application. ○ <i>Text</i>: Generates a short message service (SMS) text message that is sent to users. Currently, the text channel type is available only for ad hoc communications. Text for events will be supported in the future. 	
Visibility	<p>Select which type of user can see this communication. Values are:</p> <ul style="list-style-type: none"> ○ <i>Account owner</i> ○ <i>Agency staff only</i> 	This field does not appear for the <i>Alert</i> channel type.
Enabled	Turn this switch on to activate the communication template. When this switch is turned off, the application does not generate the communication when the associated event is triggered.	
Start Date Time and End Date Time	Enter the time period for which the alert is displayed.	These fields appear only for the <i>Alert</i> channel type.
MIME Type (Multipurpose Internet Mail Extensions type)	<p>Select the format of the email that this communication template generates. Values are:</p> <ul style="list-style-type: none"> ○ <i>HTML</i> ○ <i>Text</i> 	This field does not appear for the <i>Text</i> channel type.
Notification Priority	Turn this switch on to display notifications generated by this communication template at the top of the notification list.	This field appears only for the <i>Emails and Notifications</i> and <i>Notification</i> channel types.
User Can Delete	Turn this switch on to enable users to delete notifications generated by this communication template from their notification lists.	This field appears only for the <i>Emails and Notifications</i> and <i>Notification</i> channel types.
Add Attribute	These fields enable you to insert variable attributes into your communications. You select the field and the attribute that you want to insert in that field, and	For more information, see Using Attributes in Communication Templates .

Page Elements	Definition	Notes
	click Insert to enter a variable for that attribute.	
Add Grid	Add a grid with attributes from a related resource in the message body.	This button appears only for the <i>Emails</i> , <i>Emails and Notifications</i> , and <i>Notification</i> channel types, and the MIME type must be <i>HTML</i> . For more information, see <i>Using Attributes in Communication Templates</i> .
Remarks	Enter any additional information about the communication template.	These remarks are not included in the generated communication.
From	For the <i>Email</i> and <i>Emails and Notifications</i> channel types, enter the email address of the person or organization who is sending the generated email. For the <i>Text</i> channel type, select the phone number of the person or organization who is sending the generated text message from the drop-down list. The numbers are retrieved from Twilio, a third-party messaging service.	
To	Enter the email addresses, user IDs, or phone numbers of the people or organizations that you want to receive the communication.	Enter email addresses in the Email section for the <i>Email</i> and <i>Emails and Notifications</i> channel types; user IDs in the Notification section for the <i>Alert</i> , <i>Emails and Notifications</i> , and <i>Notification</i> channel types; and phone numbers in the Message Attributes section for the <i>Text</i> channel type.
Cc and Bcc	Enter the email addresses of the people or organizations that you want to receive a copy or blind copy of the communication.	These fields appear only for the <i>Email</i> and <i>Emails and Notifications</i> channel types.
Subject	Enter a brief description of the purpose and content of the communication.	This field appears only for the <i>Email</i> , <i>Emails and Notifications</i> , and <i>Notification</i> channel types.

Page Elements	Definition	Notes
Message Body	Enter the main body text of the communication. This is a required field.	<p>You can enter only plain, unformatted text for the <i>Alert</i> channel type, the <i>Text</i> channel type, and the <i>Email</i> and <i>Emails and Notifications</i> channel types using the <i>Text</i> MIME type.</p> <p>You can enter rich text, links, and images for the <i>Email</i>, <i>Emails and Notifications</i>, and <i>Notification</i> channel types using the <i>HTML</i> MIME type.</p>

5. Click **Save**.

Modifying Communication Templates

1. Select **Communication Setup > Communication Events**.
2. Click the row on the Communication Event page for which you want to modify a template.
3. Click the row in the Communication Template grid that you want to modify.
4. On the Communication Template Details page you can:
 - o Click **Clone** to create a copy of the communication template.
 - o Update the communication template field values.

Note: You cannot edit the **Code** or **Channel Type** fields.

5. Click **Save**.

Deleting Communication Templates

1. Select **Communication Setup > Communication Events**.
2. Click the row on the Communication Event page for which you want to delete templates.
3. Click **Edit** in the Communication Template grid.
4. Select the check boxes next to all of the communication templates that you want to delete.
5. Click **Delete**. You will be prompted to confirm the permanent deletion.

Using Attributes in Communication Templates

You can add attributes to your communication templates when defining the recipients and content.

You insert attributes into your communication templates on the Communication Event Details page, which you access by selecting an event from the list on the Communication Event page.

Adding Predefined Variable Attributes

When you create a template, you can insert variable attributes into the message recipients and body. Predefined variable attributes are available to use for communications associated with any event.

1. On the Communications Event Details page, go to the **Add Attributes** fields.
2. Select the field and the attribute that you want to add to the field.
3. Click **Insert**.

For example, if you select *Body* and the *Permit ID* attribute, and click **Insert**, the `${Permit ID}` variable is inserted into the **Message Body** field of the communication template. When the application generates a communication using the template with the variable attribute, the permit ID that is associated with the triggered communication event is inserted into the body text.

Here’s an example of a letter template and the output:

Example Expressions with Variable Attributes	Output
<p>Dear <code>\${Payer First Name} \${Payer Last Name}</code>,</p> <p>Thank you for your payment of <code>\${CommunicationUtils.formatNumber(\${Amount}, '9,999,999.99')}</code> for permit <code>\${Permit Id}</code>, which was received on <code>\${CommunicationUtils.formatDate(\${Payment Date})}</code>.</p> <p>If you have any questions please contact the office between 9:00 a.m. and 4:30 p.m., Monday through Friday.</p>	<p>Dear John Smith,</p> <p>Thank you for your payment of \$835.00 for permit REM-2017-000035, which was received on 15-AUG-2017.</p> <p>If you have any questions please contact the office between 9:00 a.m. and 4:30 p.m., Monday through Friday.</p>

The communication engine supports the following predefined functions for variable attributes in your templates.

Function	Description	Variable Attribute	Output
Current Date	<p>Returns the system date in the agency time zone without the time. There is no need to use the format utility.</p> <p>Note: The Current Date is internally formatted using the <code>formatDate()</code> function based on the agency time zone. Using an additional <code>formatDate()</code> function causes an error.</p>	<code>\${Current Date}</code>	For example, 2016-04-25.
Current Date Time	Returns the system date in the agency time zone with the time.	<code>\${Current Date Time}</code>	For example, 2016-04-25 23:44:52.0.

Function	Description	Variable Attribute	Output
	<p>There is no need to use the format utility.</p> <p>Note: The Current Date Time is internally formatted using the <code>formatDate()</code> function based on the agency time zone. Using an additional <code>formatDate()</code> function causes an error.</p>		
Format Number	Formats the number to the given format. The formats supported are Java Number Formats.	<code>\${CommunicationUtils.formatNumber('9,999,999')}</code>	For example, 46,064.
Format Date and Time	Formats the date and time in the agency time zone with the given format. The supported formats use Java Simple Date Format.	<p>Example 1: <code>\${CommunicationUtils.formatDate(Date,'yyyy-MM-dd HH:mm:ss')}</code></p> <p>Example 2: <code>\${CommunicationUtils.formatDate(Date)}</code></p>	<p>Example 1 output: 2019-11-22 20:04:00.</p> <p>Example 2 output: 11/22/19 8:04 PM.</p>
Format Amount	Formats the amount into the default local currency format.	<code>\${CommunicationUtils.formatAmount}</code>	For example, \$1,345,667.00.
Link	Provides the hyperlink from the message.	<p>Input is expected to be the link URL and label that you want to display: <code>\${CommunicationUtils.setLink(\${Url}\${Label})}</code></p>	For example, Setting Up Communication Events .

Inserting Additional Attributes in Templates

Some attributes are available across resources for you to use when creating templates. You can insert a grid in the message body that contains the additional attributes. This option is available only for events in the Permits Workflow Communication resource. Formatting is not supported for related resource attributes.

The data for the attributes are displayed in the generated communication as a table. To add the grid to your template:

1. Select **Communication Setup > Communication Events** in the Navigator.
2. On the Communication Event page, select an event in the Permits Workflow Communication resource for which you want to add a template.
3. Click **Add** in the Communication Template grid on the Communication Event Details page.
4. Set up the communication properties as described in [Setting Up Communication Templates](#).

You must use the *Emails*, *Emails and Notifications*, or *Notification* channel type, and the MIME type must be *HTML* to render the grid in the generated communication.

5. Click **Add Grid**.

6. On the Define Grid Attributes page, select up to 5 attributes that you want to appear in the generated table. The attribute source name appears on the page.
7. Click **Insert Grid in Message**.

For example, if you select the *Fee Description*, *Fee Item*, and *Fee Record* attributes, and click **Insert Grid in Message**, the following is inserted into the **Message Body** field of the communication template:

```
${CommunicationUtils.insertGrid('publicSectorFeeCommunications','Fee Description, Fee Item, Fee Record', '${FeeDescription}, ${FeeItemId}, ${FeeRecordKey}')
```

Each attribute name is displayed in the generated email or notification as a column title, and record values populate each row. If you want to change the order of the columns, you can manually move the attributes around in the template.

12 Implementing the Business Rules Framework

Business Rules Framework Overview

This topic describes how your agency can use the Business Rules Framework to define and maintain business rules that drive system actions.

The Business Rules Framework is an event-driven, action framework that enables you to execute various actions based on the business rules you define. A business rule is a collection of conditions applied to an event that when met invoke specific actions. For example, a business rule can:

- Trigger automatic system communications.
- Update the underlying workflow process.

Oracle Public Sector Compliance and Regulation delivers a registry of resources, or business objects, for each offering, that define the events applicable to that business object. Given the events and data contained by a resource, your agency can define rules and conditions to drive the desired actions. While the resources and events are system-defined, your agency defines the rules and conditions.

The following table describes the main elements in the framework.

Element	Defined by System or Agency	Description
Offering	System	Offerings are the set of applications your agency has licensed. They contain the resources with the data for business operations. For example, <i>Permits</i> and <i>Planing and Zoning</i> are offerings.
Resource	System	Resources are the business objects in the application. For example, the <i>Inspection</i> business object represents the data and activity related to an inspection for a permit.
Event	System	Events are categorized by offering and by business object. They represent specific, predefined occurrences for a business object in a particular offering. For example, with <i>Permits</i> , the <i>Inspection</i> business object contains these events: <ul style="list-style-type: none"> • <i>Inspection Canceled</i> • <i>Inspection Rescheduled</i> • <i>Inspection Requested</i> • <i>Inspection Scheduled</i> <i>Common</i> events apply to all offerings.

Element	Defined by System or Agency	Description
Rule	Agency	Rules are based on business requirements and constrain the actions associated with events. A rule contains one or more conditions that drives one or more actions. See Setting Up Business Rules .
Conditions	Agency	Conditions are logical statements that, if satisfied or evaluate to be true on the whole, cause an action to be carried out or stopped. See Setting Up Business Rule Conditions .
Actions	Agency	<p>Actions the activity that occurs in the system as a result of the conditions being met. Action types include:</p> <ul style="list-style-type: none"> • Send Communication. Triggers a communication such as an email or notification based on a communication event template. • Update Workflow. Updates a human task in the underlying workflow process. <p>Note: The communication actions are preassigned to specific events. For example, the Plan Review business object in the Permits offering contains events where a notification is sent when the plan review is ready to finalize. However, the Business Rules Framework enables you to define conditions that express the requirements for sending the notification.</p> <p>See Setting Up Business Rule Actions.</p>

Setting Up Business Rules

This topic describes how to configure business rules in the Business Rules Framework.

Accessing Business Rules

To access business rules:

1. Navigate to the Business Rules Framework in the Navigator: **Common Setup > Business Rules Framework** .
2. On the Business Rules Framework landing page, select the offering you are implementing, such as *Permits*.
3. On the offering's events page, select the event for which you want to manage business rules, such as *Inspection Canceled* for the *Inspection* business object.
4. Use the Event Details page to view, add, or manage the business rules associated with the event.

Working with Default Business Rules

Each event has a predefined default rule, which you can use as is or use as a template to create your user-defined business rules. Default business rules have no conditions and the only action is Send Communication for All Templates. To begin generating communications, you need to define the communication templates for the relevant event.

Note: The only modifications you can make on a default rule is to either enable or disable the rule. To make other changes you need to add a new rule or copy an existing default rule.

Copying a Default Rule

Except for enabling or disabling a default rule, you can't modify an existing default rule directly; you need to copy it first, and then make your changes.

To copy a default rule:

1. Access the default business rule.
2. On the Event Details page, click **Copy** in the Actions column in the Business Rules grid.
3. On the Copy page, enter a new **Rule Name** and **Rule Description** (if needed).
4. Click **Save**.

Note: After you copy a default rule, it becomes disabled automatically, and the new rule you just created is enabled.

Adding User-Defined Business Rules

If you do not want to use the existing default rule, or copy it, you can add user-defined business rules.

1. On the Event Details page, click **Add** to create a new business rule for the event.
2. On the Business Rules Details page, enter these values:

Page Element	Description
Rule Name	The name of the rule. Note: The rule name can't be changed after you save.
Rule Description	Enter a description to further identify the rule.
Enabled	Turn on the switch to enable the rule to be executed in the system. Turn off the switch to disable the rule.

3. Add one or more condition.
See [Setting Up Business Rule Conditions](#).

4. Add one or more action.

See *Setting Up Business Rule Actions*.

Setting Up Business Rule Conditions

This topic describes how to create conditions for rules in the Business Rules Framework.

The conditions are logical statements that consist of a field to evaluate, an operator, and a comparison value. You can:

- Add up to 10 conditions per rule.
- Join and group conditions to indicate an order of operations.
- Include up to three levels of nested conditions.

Let’s take a look at the elements used to create an expression statement for conditions in a rule.

This example illustrates the grid used to define a conditional statement for a business rule. The details are described in the text surrounding the image.

Conditions

Sequence	(Field	Operator	Value)	Grouping Verb	Actions
1		Permit Type	Equals	SM-PLUMBING-02		OR	+ -
2	(Inspection City	Equals	San Mateo		AND	+ -
3		Inspection Type Description	Contains	Plumbing)		+ -

Element	Description
Sequence	<p>Select the order in which the condition executes within the business rule. For example, 1 means that the condition in the row is executed first, 2 is executed second, and so on. You can have up to 10 sequential conditions in a business rule.</p> <p>Note: Enter condition sequences without any gaps between sequence numbers. For example, the sequence should be 1, 2, 3, 4, not 1, 3, 4.</p> <p>Note: When you save, the application validates and redraws the grid based on the entered sequence. For example, if you enter a sequence of 2, 3, 1, the application renders it as 1, 2, 3 in the grid after you save, assuming the logic is valid.</p>
Opening Grouping	<p>Use the opening parentheses to establish the beginning of a grouping of one or more conditions in the business rule expression. You can nest groupings up to three levels using (, ((, and (((. Make sure to balance (pair) the opening and closing groupings. That is, you need the same amount of left parentheses as you do right parentheses.</p>
Field	<p>Select the predefined source field from the event business object.</p>

Element	Description
Operator	<p>Select from the available operators to specify how each value in a condition must relate to the source field from the event.</p> <ul style="list-style-type: none"> • <i>Equals</i> • <i>Not equal to</i> • <i>Greater than</i> • <i>Less than</i> • <i>Greater than or equal to</i> • <i>Less than or equal to</i> • <i>Starts with</i> • <i>In</i> • <i>Not in</i> • <i>Contains</i> <p>Note: Depending on the field's data type, the list of operators changes to show only those that apply.</p>
Value	Enter the comparison value to the source field from the event business object.
Closing Grouping	Use the closing parentheses to establish the end of a grouping of one or more conditions in the business rule expression. You can nest groupings up to three levels using <code>)</code> , <code>))</code> , and <code>)))</code> . Make sure to balance (pair) the opening and closing groupings.
Grouping Verb	Select <i>AND</i> or <i>OR</i> to include a logical operator. All condition rows in the grid require a grouping verb, except for the last condition in the sequence.
Actions	Select to add or delete a level (row) in the expression.

Setting Up Business Rule Actions

This topic describes how to create actions for rules in the Business Rules Framework.

Configuring Send Communication Actions

To trigger send communication actions you must have first set up the applicable communication templates for a communication event. The Business Rules Framework sends the communication defined by the communication template, such as a notification or an email.

For more information on the communications framework, including communication events and templates, see [Delivered Communication Events](#) and [Setting Up Communication Templates](#).

To add a send communication action:

1. Expand the Actions section of Business Rules Details page.
2. Click **Add**.
3. From the **Action Name** drop-down list, select *Send Communication*.
4. Click **Configure**.
5. On the Configure Action page select the scope of targeted recipients for the send communication action.

Note: You can select only one scope option.

Page Element	Description
Template codes	Sends a communication only to selected communication templates defined for a communication event.
Channel types	Sends a communication to specific channel types defined for a communication event, such as email, notification and so on.
Process all templates	Sends a communication to <i>all</i> communication templates for <i>all</i> channel types defined for a communication event.
Edit Templates	Click the Edit Templates link to go to the Communication Event page where you can select a communication event and review the associated communication templates to verify selections or to manage communication templates.

6. Click **Done**.

Configuring Update Workflow Actions

Currently, the *Update Workflow* action type applies only to the Planning and Zoning offering for the *Planning Activity Updated* event.

Before you begin configuring an update workflow action, you need to have configured the following definitions:

Definition	Description
Activity Group	<p>An activity group contains a set of activities that represent human tasks within a given workflow for processing a planning application. Agency staff track and manage the progress of the planning application using the activities within the activity group.</p> <p>When creating a planning application type, you select an activity group. You need to know the activities in the activity group assigned to the current planning application type.</p> <p>For more information on activities and activity groups, see Setting Up Activity Tracking.</p>
Workflow Process Application	<p>The workflow process application is defined in the Oracle Integration Cloud (OIC). It defines and automates the system-level order of the tasks to complete through the lifecycle of the transaction type, such as a planning application.</p>

Definition	Description
	<p>When creating a planning application type, you select the workflow process. You need to be familiar with the workflow process application assigned to the current planning application type.</p> <p>Specifically, when configuring the Update Workflow action type, you need to know the following information for the workflow task you want to update:</p> <ul style="list-style-type: none"> • Workflow task name (PSC_ACTIVITY_TYPE value). • Actions defined for the workflow task. <p>For more information on workflow process applications, see Setting Up Process Definitions for Workflow.</p>

For more information on setting up planning application types, see [Setting Up Planning Application Types](#).

To add an update workflow action:

1. Expand the Conditions section of the Business Rules Details page.
2. Make sure your conditions reference the Activity and the Activity Status as fields required to drive the update workflow action.

When the status is updated for activity on the Activity Tracking page (and any other conditions are met) the update workflow action will be triggered.

This example illustrates the activity and activity status fields being included in the business rule conditions. Details are in the surrounding text.

Field	Operator	Value
Activity	Equals	Your Activity Name
Activity Status	Equals	Incomplete

3. Expand the Actions section of Business Rules Details page.
4. Click **Add**.
5. From the **Action Name** drop-down list, select *Update Workflow*.
6. Click **Configure**.
7. Specify the activity type and action to update in the underlying workflow process application.

This example illustrates how to reference the workflow activity type and action to update. Details are in the surrounding text.

Configure Action ✕

Update Workflow

Property	Value	Description
PSC_ACTIVITY_TYPE	<input type="text" value="Completeness Review"/>	Indicates the task activity type.
Action	<input type="text" value="More Info Needed"/>	Indicates the action that should be used when updating a task.

Page Element	Description
PSC_ACTIVITY_TYPE	<p>The name used to identify the specific human task in the workflow process definition to update. For example, <i>Completeness Review</i>, <i>Complete Plan Review</i>, and so on.</p> <p>This value is a custom property defined in the business properties for the activity type.</p>
Action	<p>The value to set as the Action in the workflow task properties. For example, <i>Completed - Plan Review Not Required</i>, <i>Completed - No Plan Review Required</i>, <i>More Info Needed</i>, and so on.</p> <p>These values are stored in the Action field in the General properties of the activity type.</p>

If needed, refer to the workflow process application in OIC for the activity type and action values.

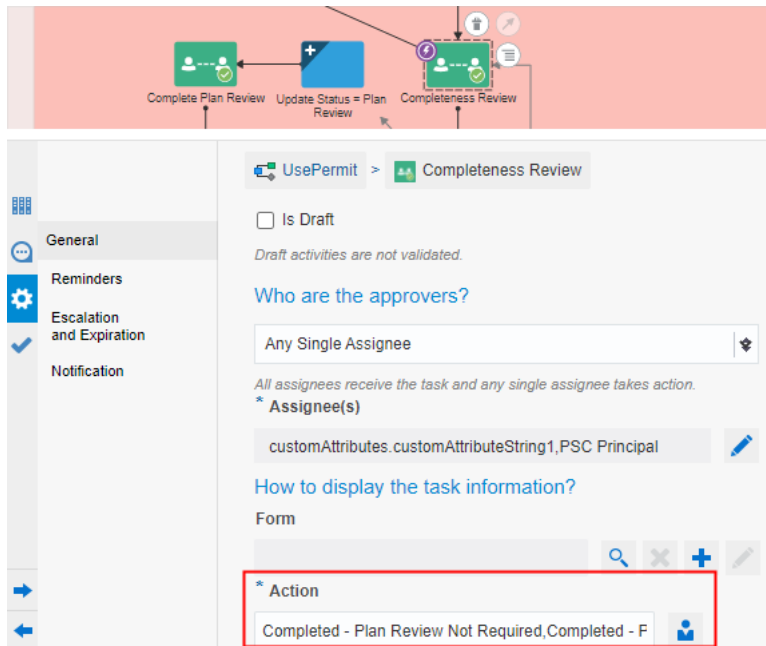
This example illustrates the PSC_ACTIVITY_TYPE property. Details are in the surrounding text.

UsePermit > Completeness Review

Define Custom Set values for the Custom Properties

Property	Value	Description
PSC_ACTIVIT...	<input type="text" value="Completeness Review"/>	Indicates the task activity type
PSC_AUTO_U...	<input type="text"/>	Indicates the action that should be used when auto-updating a...
PSC_UNREST...	<input type="text"/>	Indicates the list of actions that are not subject to restrictions

This example illustrates the Actions property. Details are in the surrounding text.



8. Click **Done**.
9. Repeat these steps for all the activities in the activity group you want to automate with the Update Workflow action type.

13 Setting Up Analytics

Setting Up Reports

The report parameters that you define filter the data that is generated for the reports. You can use delivered or provide customized reports.

For reports initiated from within Oracle Public Sector Compliance and Regulation, you add and modify report IDs and configuration details, which includes adding, modifying, and deleting report parameters, on the Report Configuration Details page.

For a list of delivered reports, their descriptions, and where you can find them, see [Public Sector Community Development Analytics](#).

You can also create your own reports in Oracle BI Publisher and allow users to access them through the available report generation buttons such as the **Print** button on some application pages, for example on the Print Deposit Slip page or on the Inspection Detail page in the permit record details.

For more information on modifying and creating analytics and reports, see [Creating and Administering Analytics and Reports](#).

Adding Report Configuration Details

You can add a report in addition to the delivered reports.

1. Select **Common Setup > Report Configuration**.
2. Click the **Add** button.
3. Enter values for the following fields:

Page Elements	Definition
Report ID and Description	Enter an identifier and description for the report.
Path	Enter a path to the desired report. For example, the path for the Inspection Summary report in the Oracle Business Intelligence (BI) Catalog is <code>/shared/Public Sector/Inspections/InspectionSummary.xdo</code> .

4. Click **Save**.

Updating Report Configuration Details

1. Select **Common Setup > Report Configuration**.
2. Click a report row on the Report Configuration page.
3. On the Report Configuration Details page, you can:
 - o Update the description.

- o Enter the BI Catalog path for the report. For example, the path for the Inspection Summary report is /*shared/Public Sector/Inspections/InspectionSummary.xdo*.

If you create your own report, you can point the existing report generation buttons on the application pages to your custom report using this path.

4. Click **Save**.

Adding Report Parameters

1. Select **Common Setup > Report Configuration**.
2. Click the report row on the Report Configuration page for which you want to add a parameter.
3. On the Report Configuration Details page, click **Add** in the Parameters grid.
4. Enter values for the following fields:

Page Elements	Definition
Parameter ID and Parameter Name	Enter a unique ID and name for the report parameter.
Parameter Data Type	Enter the data type for the report parameter.

5. Click **Save**.

Modifying Report Parameters

1. Select **Common Setup > Report Configuration**.
2. Click the report row on the Report Configuration page for which you want to modify a parameter.
3. Click the row in the Parameters grid that you want to modify.
4. On the Parameter Details page, you can:
 - o Update the report parameter field values.
 - o Delete the report parameter. You will be prompted to confirm the permanent deletion.
5. Click **Save**.

Deleting Report Parameters

1. Select **Common Setup > Report Configuration**.
2. Click a row on the Report Configuration page.
3. Click **Edit** in the Parameters grid.
4. Select the check boxes next to all of the report parameters that you want to delete.
5. Click **Delete**. You will be prompted to confirm the permanent deletion.

Setting Up Dashboards

You add, modify, and delete dashboard configurations on the Dashboard Configurations page.

Dashboards are a collection of analyses grouped together to return data. A dashboard contains analyses and prompts which filter information and other objects to present on one or more pages. You can configure dashboards to display an analysis in Public Sector Compliance and Regulation by clicking the **Reports and Analytics** button in the global header on the Agency Springboard, and selecting the dashboard link.

For a list of delivered dashboards and their descriptions, see *Public Sector Compliance and Regulation Analytics*.

Adding a Dashboard Configuration

1. Select **Common Setup > Dashboard Configuration**.
2. On the Dashboard Configuration page, click **Add**.
3. On the Dashboard Configuration Details page, enter values for the following fields:

Page Element	Description
Dashboard ID	Enter a unique name for the dashboard.
Description	Enter a description of the dashboard
Path	Enter the Oracle Business Intelligence (BI) Catalog portal path for the dashboard. For example, the portal path for the Permits dashboard is <code>%2Fshared%2FPublic%20Sector%2F_portal%2FPublic%20Sector&page=Permits</code> .
Enabled	Turn on this switch to activate this dashboard.
Default	Turn on this switch to make this the default dashboard. <div style="border-left: 2px solid orange; padding-left: 10px; margin-top: 10px;"> <p>Note: Only one dashboard can be designated as the default.</p> </div>

4. Click **Save**.

You can access configured dashboards by clicking the **Reports and Analytics** button and selecting the dashboard link in the header on the Agency Springboard.

Modifying a Dashboard Configuration

1. Select **Common Setup > Dashboard Configuration**.
2. Click a row on the Dashboard Configuration page.
3. On the Dashboard Configuration Details page you can:
 - o Update the dashboard configuration field values.

Note: You cannot edit the **Dashboard ID**.
 - o Delete the dashboard configuration. You will be prompted to confirm the permanent deletion.

4. Click **Save**.

Deleting Dashboard Configurations

1. Select **Common Setup > Dashboard Configuration**.
2. Click **Edit**.
3. Select the check boxes next to all the dashboard configurations that you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

Creating and Editing Dashboards

If you are an advanced user and administrator who wants to modify and create analytics and reports and perform generic setup and maintenance tasks for business intelligence that apply to some or all product families, see [Dashboards](#) in *Creating and Administering Analytics and Reports*.

Listing of Prebuilt Analytics

This reference points to the list of prebuilt analytics for Oracle Public Sector Compliance and Regulation.

Your Compliance and Regulation applications come with a variety of prebuilt analytics for your users. Use the prebuilt analytics right out of the box, or make a copy and modify them however you like. See the Related Topics for a link to the analytics listing in downloadable format.

Related Topics

- [Reports and Analyses for Oracle Public Sector Compliance and Regulation](#)

Public Sector Compliance and Regulation Analytics

Analyze your agency and key performance indicators with analyses, reports, and interactive dashboards, which you can access through transactional pages or the business intelligence (BI) catalog.

You can find lists here with the BI reports and dashboards for Public Sector Compliance and Regulation.

For a complete list of delivered analytics, see the [Listing of Prebuilt Analytics](#).

There are different ways to view and work with your analytics and reports. You can view analyses, dashboards, and reports in the course of your work, on your usual pages. Or you can find them in the BI catalog.

To access reports and dashboards in the BI catalog, click the **Reports and Analytics** button in the global banner on the Agency Springboard and select the *BI Catalog* link. For information about hiding access from registered public users, see the security topics for implementation in My Oracle Support (Doc ID 2730290.1).

Report Name	Description	Location
Building Permit	Displays permit-related information.	<ul style="list-style-type: none"> • Overview page of the permit record details See Viewing the Permit Summary .

Report Name	Description	Location
		<ul style="list-style-type: none"> BI Catalog (Shared Folders > Public Sector > Permits)
Business License Certificate	Displays the generated business license certificate.	<ul style="list-style-type: none"> Overview page of the issued business license See . BI Catalog (Shared Folders > Public Sector > Business License)
Cashier Session Reconciliation	Provides details about cashier session reconciliation activity.	<ul style="list-style-type: none"> Reconcile Cashier Session page See <i>Reconciling Cashier Sessions</i>. BI Catalog (Shared Folders > Public Sector > Billing and Payments)
Citation Notice	<p>Displays information about the code violation along with following details:</p> <ul style="list-style-type: none"> Corrective actions Compliance date Citation fees Citation fees payment due date. <p>This report is sent to the party responsible for the reported violation.</p>	<ul style="list-style-type: none"> Notice of Citation page See <i>Using the Code Technician Worklist</i>. Citations page See <i>Working with Citations</i>. BI Catalog (Shared Folders > Public Sector > Code Enforcement > Notices)
Deposit Slip	Lists deposit information.	<ul style="list-style-type: none"> Print Deposit Slip page See <i>Printing Deposit Slips</i>. BI Catalog (Shared Folders > Public Sector > Billing and Payments)
Inspection Activity	Displays all inspection activity for an agency over a specified date range.	BI Catalog (Shared Folders > Public Sector > Inspections)
Inspection Job Card	Displays a record of inspections made by the inspector, who will make notes on it and sign it during each visit to your job site.	BI Catalog (Shared Folders > Public Sector > Permits)
Inspection Summary	Displays inspection-related information.	<ul style="list-style-type: none"> Inspection Detail page of the permit record details See <i>Reviewing Inspection Details</i>. BI Catalog (Shared Folders > Public Sector > Inspections)
Payment Invoice	Displays invoice information.	<ul style="list-style-type: none"> Invoice History page See <i>Viewing Invoice History</i>. BI Catalog (Shared Folders > Public Sector > Billing and Payments)

Report Name	Description	Location
Payment Receipt	Lists payment receipt information.	<ul style="list-style-type: none"> Payment Successful page See <i>Payment Flow Overview</i>. Fees and Payments page of the permit record details See <i>Working with Fees and Payments</i>. BI Catalog (Shared Folders > Public Sector > Billing and Payments)
Permit Activity	Displays permit summary information for an agency over a specified date range.	BI Catalog (Shared Folders > Public Sector > Permits)
Planning Application	Displays planning activity over a specified date range. You select which applications are included the report. You can generate the report for one or more specific applications, or for all applications handled by your agency.	BI Catalog (Shared Folders > Public Sector > Permits)
Public User Information	Lists information about public user accounts.	BI Catalog (Shared Folders > Public Sector > Account Management)
Violation Notice	Displays information about the code violation, corrective actions, and the compliance date. This report is sent to the party responsible for the reported violation.	<ul style="list-style-type: none"> Notice of Violation page. See <i>Using the Code Technician Worklist</i>. Notices page See <i>Working with Notices</i>. BI Catalog (Shared Folders > Public Sector > Code Enforcement > Notices)

Dashboards organize analytical content and catalog objects, and present them in a meaningful way. Oracle Public Sector Compliance and Regulation delivers the Public Sector, Fees and Payments, Planning Applications, and Projects dashboards.

You can access dashboards by clicking the **Reports and Analytics** button and selecting the *BI Catalog* link in the header on the Agency Springboard. You can also navigate directly to the dashboard in the BI Catalog (**Shared Folders > Public Sector > Dashboards**).

Dashboard	Description
Code Case Dashboard	Provides information about incidents, cases, and citations for code enforcement.
Fees and Payments	Provides information about fees and payments for permits and planning applications.
Planning Applications	Provides information about inspections, permits, plan review, and properties information for planning applications.
Public Sector	Provides information about inspections, permits, plan review, and properties information.

Dashboard	Description
Projects	Provides information about projects, including total projects, estimated value, active and on-hold projects, new projects initiated quarterly, and other analytics.

The Public Sector Dashboard contains these pages.

Public Sector Dashboard Page Name	Description
Inspections	Provides real-time information about inspections associated with permits, such as inspection count, percentage passed, top 10 permits with major violations, average inspections per permit, and so on.
Permits	Provides real-time information about permits, including permit count, fees amount, totals by permit status, job cost and fees by permit type, permit applications by week, and so on.
Plan Review	Provides real-time information about plan reviews, including plan review count, average plan reviews per permit, plan review decision status, and review status by permit type.

Hiding Catalog Folders

You may want to remove access to predefined catalog folders so that those associated with offerings you don't use aren't displayed. You can hide the entire predefined catalog or selectively display root catalog folders for offerings, which are controlled by the Custom BI Web cat Reporting Duty role and associated roles for each offering. Administrators with IT Security Manager privileges can hide predefined folders by removing their associated roles from the duty role.

For more information, see [Manage Predefined Catalog Permission](#) in *Creating and Administering Analytics and Reports*.

Related Topics

- [Oracle Public Sector Compliance and Regulation Cloud: Analyze and Report](#)
- [Help for Business Intelligence in Oracle Applications Cloud](#)


Creating Deep Links

Create deep links in your analytics that let you navigate from an analytic to specific attributes and objects in your transaction pages without navigating through the menu structure.

You can use deep links to easily view the transaction details in Oracle Public Sector Compliance and Regulation from your Oracle Transactional Business Intelligence (OTBI) reports.

Here's how to create deep links:

1. Click the **Reports and Analytics** header icon on the Agency Springboard, and select **BI Catalog**.
2. Create or edit an analysis. Use a subject area that includes the attribute you want to link to in the transactional pages. For example, use *Public Sector Cloud - Permits Real Time*.

3. In the **Selected Columns** pane on the **Criteria** tab, click  (**Options**) for the attribute column on which you want a deep link.
4. Select **Column Properties**.
5. Open the **Interaction** tab in the Column Properties dialog box.
6. In the Primary Interaction list in the **Value** section, select **Action Links** to display the Action Links table.
7. Select the **Do not display in a pop-up if only one action link is available at runtime** option.
8. Click **Add Action Link**.
9. In the New Action Link dialog box, enter the link text for the navigation.
10. Click the **Create New Action** icon and select **Navigate to a Web Page**.
11. In the Create New Action dialog box, enter the URL to navigate to, which references parameters you define in the prompt. For shared analyses, enter a URL with your website host name:

```
http://<hostname>/fscmUI/deepLink?root=@{1}&context=LnpRecordKey%253D@{2}
```

12. Click **Define Parameters** to add corresponding parameters for the URL.
13. In the **Define Parameters** section, click **Add Parameter** to add the following mandatory parameters:

Name	Prompt	Type of Value	Value	Fixed	Hidden	Optional
1	root	Value	PSCLNP_ RECORD_ DETAIL	Selected	Selected	Selected
2	context	Column Value	"<table.name>".	Selected	Selected	Selected

For example, the context could be "Construction".<LNP Record Key>," where the LNP Record Key is "Permit Number." This creates a deep link on the permit number to navigate to the permit transaction detail page.

14. Click **Options** to set how the page opens.
15. In the Action Options dialog box, select **Open in New Window** to open the page in a new window.
16. Save your work.
17. If you have provided the Return Application name, a **Return** icon is available in the transactional page to return to the analysis.

14 Setting Up Subject Areas

Subject Areas Overview

This topic describes how subject areas work.

A subject area is a grouping of information pieces pulled from your transactional database that relate to each other in a particular context. Examples of context are permits, inspections, plan reviews, planning applications, and so on. These contexts correlate to key aspects of your business transactions, and are designed to provide answers to questions about how well things are going. Prebuilt subject areas come right out of the box to answer key business questions.

Any information your organization tracks can be grouped into a subject area, then used to build analytics. All you have to do is drag columns from your subject area to your analytics editor and you have an analytic. You can edit prebuilt analytics the same way, by adding or removing columns from your subject area. When you edit prebuilt analytics, don't forget to make a copy and give it your own name.

Subject Areas and Business Questions

This topic describes how business questions form the basis of your subject areas and analytics.

Subject areas are designed around business questions. All analytics are built from subject areas. So whether you're creating your own analytics, or modifying the analytics that come with your Public Sector applications, you first want to figure out what questions you want answered.

Here are some examples of subject areas and the business questions they can answer.

Subject Area Name	Example Business Questions
Public Sector Cloud - Permits Real Time	<ul style="list-style-type: none"> • What is the busiest time for permit applications? • When does the agency issue the most permits? • What is the total permit activity by permit type in a given period?
Public Sector Cloud - Permit Inspection Activity Real Time	<ul style="list-style-type: none"> • What is the workload distribution across all inspections? • What are the primary reasons for major inspection violations? • What is the total demand for inspections in a given period?
Public Sector Cloud - Plan Review Real Time	<ul style="list-style-type: none"> • How long on average are plan review cycles? • How many plan review cycles on average are needed for an application? • How many plan reviews had override decisions?

Subject Area Context and Analytic Results

This topic discusses the subject area context and the column details of the analysis.

If your analytic doesn't look right, or columns of information aren't showing up, it could be an issue with context. The context defines what column details the analysis displays. Adding a permit type column doesn't mean all permit type show up in the analysis. It depends on the context you're using to create the analysis. If you build an analysis, and it doesn't show what you're expecting, be sure that you're adding your columns and facts in context.

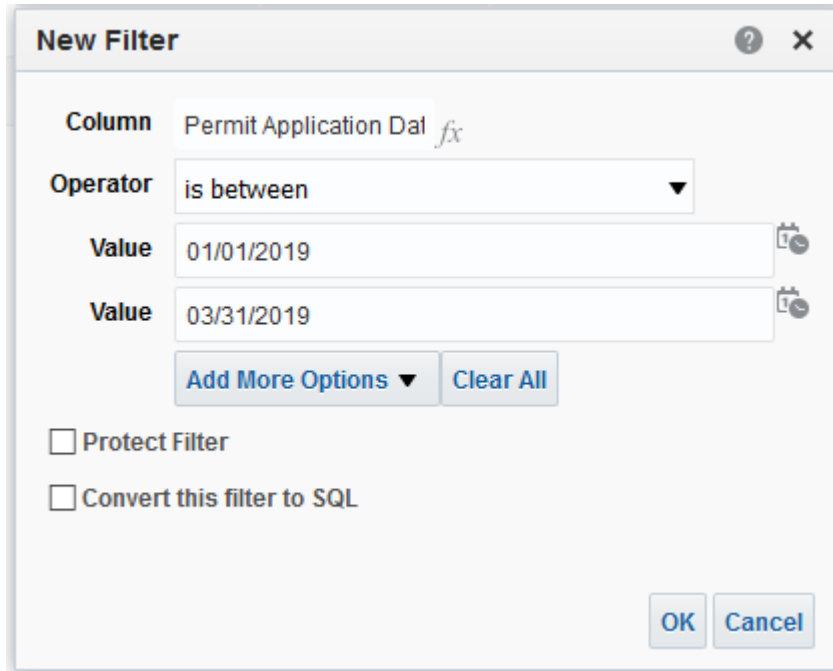
The subject area dimension folders contain the columns and the facts folders define the relationship of the columns. If you add the permit type column to your analysis, and then add the Fact, **Permit Count** to the same analysis, then only the permit types that have one or more permit show on this analysis in this context. There might be hundreds of permit types that doesn't have permits associated, so they don't show up on your permit activity analysis.

The following is an example that might help explain this further. In this exercise you will build a permit activity analysis.

To build a simple permit activity analysis from a subject area:

1. Click **New** and select the *Analysis* option.
2. Select **Public Sector Cloud - Permits Real Time**:
 - o From the dimension Permit Type, add **Permit Type**.
 - o From the dimension Permit - Applicant, add **Full Name**.
 - o From the dimension Permit, add **Permit Application Date**.
 - o From the Permit Amounts (fact) folder, add **Permit Count**.
3. You can filter Permit Application Date to see a specific date range. Edit the filter by clicking or hovering over the button next to its name.
4. Select the filter to show only a specific date range and click **OK**.

This figure illustrates choosing a filtering option to show only records in a specific date range.



- Click **Results**. The Results tab shows your analysis at this point. Move back and forth from **Criteria** to **Results** at any time to see your analysis.

This figure illustrates the results of a simple permit activity analysis from a subject area:

Compound Layout

Permit Type	Full Name	Permit Application Date	Permit Count
CV0823	William B	8/23/19	4
PSCPERMIT2	Elaine W	8/22/19	1

- Name and save your analysis.

Note: You can't use Direct Database Query in your analysis. Direct Database Query isn't supported in SaaS OTBI. To create direct database SQL report, you can create a BI Publisher SQL data model and then create a report.

Multiple Subject Areas in a Single Analytic

This topic discusses how to use multiple subject areas in a single analysis.

Subject areas can be tricky to master, but once you get familiar with them you can easily mix and match subject area components for your analytics. The reason you would want to do this is just for flexibility. You might want to look at your business from different perspectives.

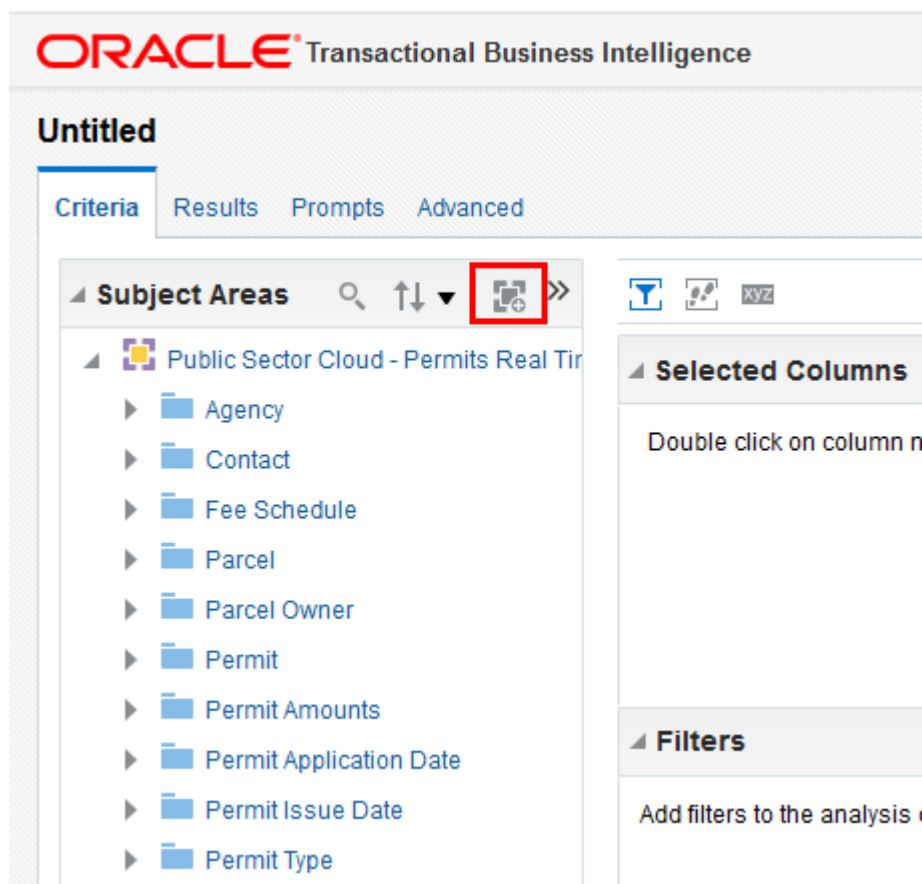
You can create an analysis that combines attributes and metrics from custom permit and standard permit-related subject areas that share a common dimension. Or, if that isn't enough, you can create an analysis that combines data from multiple standard subject areas.

To start with, let's learn how to add a subject area to the editing palette. Whether you're creating a new analysis, or using an existing analysis to add objects from your custom subject area, the steps for adding multiple custom or standard subject areas to your palette are the same.

To add multiple subject areas to editing palettes:

1. Create your analysis using a single subject area.
2. In the Subject Areas section, click the **Add / Remove Subject Areas** icon.

This shows the **Add / Remove Subject Areas** icon.



3. Select or remove one or more standard or custom subject areas from this analysis by selecting or deselecting subject area. If you have created custom subject areas, they also appear in this list under the name you assigned to them.

Cross Subject Area Queries

Each subject area contains a collection of attributes and measures relating to the one-dimensional STAR model and grouped into individual folders. The term STAR refers to the semantic model where a single fact is joined to multiple

dimensions. You can create an analysis that combines data from more than one subject area. This type of analysis is referred to as a cross-subject area query. Cross-subject area queries are classified into three broad categories:

- Combining queries from multiple subject areas.
 - Using common (conformed) dimensions.
 - Using local and common (conformed) dimensions.
- Using a “set” operation (Union or Union All, for example) to combine more than one result set from different subject areas.
- Combining Logical SQL using the Advanced tab.

A common dimension is a dimension that exists in all subject areas that are being joined in an analysis. For example, the Contact dimension is the common dimension for the **Public Sector Cloud - Permit Inspection Activity Real Time** and **Public Sector Cloud - Permits Real Time** subject areas.

A local dimension is a dimension that exists only in one subject area. For example, Inspection Type and Inspection Status are local dimensions for the **Public Sector Cloud - Permit Inspection Activity Real Time** subject area.

The following are some general guidelines to follow when working with multiple subject areas:

- If all metrics and attributes needed for the analysis are available in a single subject area and fact metrics, use that subject area only and don't create a cross-subject area query. Such an analysis performs better and is easier to maintain.
- When joining two subject areas in an analysis, make sure at least one attribute from a common dimension is used in the analysis.
- When using common dimensions always choose attributes from the common dimension from a single subject area. For instance if you're using the Contact dimension to build a query between subject area 1 and subject area 2, then select all Contact dimension attributes from either subject area 1 or from subject area 2. (Not some contact attributes from subject area 1 and some from subject area 2.) In some scenarios, the common dimension may have more attributes in one subject area than the other. In such a situation, you can only use the subset of common attributes for a cross-subject area query.
- Always include a measure from each subject area that's being used in your analysis. You don't have to display measures or use them, but you should include them. You can hide a measure if not needed in the analysis.
- When using common and local dimensions use `SET VARIABLE ENABLE_DIMENSIONALITY=1`; in the Advanced SQL tab.

Queries from Multiple Subject Areas

The simplest and fastest way to generate an analysis is to use a single subject area. If the dimension attributes and fact metrics that you're interested in are all available from a single subject area, then you should use that subject area to build the analysis. Such an analysis results in better performance and is much easier to maintain.

If your analysis requirements can't be met by any single subject area because you need metrics from more than one subject area, you can build a cross-subject area query using common dimensions. There's a clear advantage to building a cross-subject area query using only common dimensions, which is recommended.

Keep in mind that if you use three subject areas for an analysis, your common dimensions must exist in all three subject areas. Joining on common dimensions gives you the benefit of including any metric from any of the subject areas in a single analysis.

While you can create an analysis joining any subject area to which you have access, only a cross-subject area query that uses common dimensions returns data that's at the same dimension grain. This happens so that the data is cleanly merged and the result is an analysis that returns exactly the data you want to see.

Knowing how cross-subject area queries are executed in BI helps you understand the importance of using common dimensions when building such an analysis. When a cross-subject area analysis is generated, separate queries are executed for each subject area in the analysis and the results are merged to generate the final analysis. The data that's returned from the different subject areas is merged using the common dimensions. When you use common dimensions, the result set returned by each subject area query is at the same dimensional grain, so it can be cleanly merged and rendered in the analysis.

Common Dimensions for an Analysis

Here is an example of combining common dimensions. In this case, we combine the Permit Count, Permit Type, Inspection Count, and Inspection District Type. The common dimension in both subject areas used for this analysis is Permit Type and different fact metrics are pulled from each subject area.

The following subject areas are used for this example analysis:

- Subject area 1: "Public Sector Cloud – Permits Real Time"
- Subject area 2: "Public Sector Cloud – Permit Inspection Activity Real Time"

Customer is the common dimension used for this example analysis:

- "Public Sector Cloud – Permits Real Time". "Permit Type" – Permit Type
- "Public Sector Cloud – Permit Inspection Activity Real Time" – Permit Type

The following are the metric measures for this example analysis:

- "Public Sector Cloud – Permits Real Time". "Permit Amounts" – Permit Count
- "Public Sector Cloud – Permit Inspection Activity Real Time". "Inspection Amounts" – Inspection Count

Local and Common Dimensions for an Analysis

This example pulls the Permit Count by Permit Type and Inspection Count by Inspection District Type. Permit Type is a common dimension in both subject areas used for this query. Inspection District is a local dimension to the Public Sector Cloud – Permit Inspection Activity Real Time subject area. Different fact metrics are pulled from each subject area. Note that use of local dimension may impact the grain of the analysis. In such cases the metrics may get repeated for each of these rows.

The following are the subject areas used for this example analysis:

- Subject area 1: "Public Sector Cloud – Permits Real Time"
- Subject area 2: "Public Sector Cloud – Permit Inspection Activity Real Time"

Permit Type is the common dimension for this example analysis: "Public Sector Cloud – Permits Real Time". "Permit Type" – Permit Type.

The following is the local dimensions used for this example analysis: "Public Sector Cloud - Permit Inspection Activity Real Time". "Inspection District" – Inspection District.

The following are the metrics (measures) used for this analysis:

- “Public Sector Cloud – Permits Real Time”.“Permit Amounts” – Permit Count
- “Public Sector Cloud – Permit Inspection Activity Real Time”.“Inspection Amounts” – Inspection Count

The following is the logical SQL used for this analysis:

```
SET VARIABLE ENABLE_DIMENSIONALITY=1;SELECT
  0 s_0,
  "Public Sector Cloud - Permits Real Time"."Permit Type"."Permit Type" s_1,
  "Public Sector Cloud - Permit Inspection Activity Real Time"."Inspection District"."District Type" s_2,
  "Public Sector Cloud - Permits Real Time"."Permit Amounts"."Permit Count" s_3,
  "Public Sector Cloud - Permit Inspection Activity Real Time"."Inspection Amounts"."Inspection Count" s_4
FROM "Public Sector Cloud - Permits Real Time"
ORDER BY 1, 2 ASC NULLS LAST, 3 ASC NULLS LAST
FETCH FIRST 75001 ROWS ONLY
```

Set Operations to Combine Result Sets from a Subject Area

This example creates a compound analysis query that's a union of two result subsets from two subject areas, combining results from:

- Permit Count by Permit Type from the Public Sector Cloud – Permits Real Time subject area (result 1)
- Inspection Count by Inspection District from the Public Sector Cloud - Permit Inspection Activity Real Time subject area (result 2)

```
SELECT saw_0, saw_1 FROM ((SELECT 'Permits ~ ' || "Permit Type"."Permit Type" saw_0, "Permit Amounts"."Permit Count" saw_1 FROM "Public Sector Cloud - Permits Real Time")
UNION
(SELECT 'Inspection ~ ' || "Inspection District"."District Id" saw_0, "Inspection Amounts"."Inspection Count" saw_1 FROM "Public Sector Cloud - Permit Inspection Activity Real Time")) t1 ORDER BY saw_0
```

Logical SQL Using the Advanced Tab

If your requirement can't be met by either of the two methods already discussed, then there's another advanced technique you can try. This technique lets you join multiple logical SQL statements based on common IDs or keys, which can be written against the same or different subject areas, just as used in normal SQL. Both Outer and Equijoin are supported.

This example illustrates how you can combine Permits and Fees data in an analysis by combining the logical SQL found on the Advanced tab.

Step 1: Write a BI Answers query using the “Public Sector Cloud – Permits Real Time” subject area to show the Fee amount and Applicant Name. Once the correct results are achieved, go to the Advanced tab and grab the logical SQL associated with this query.

Logical SQL for Query 1:

```
SELECT
  0 s_0,
  "Public Sector Cloud - Permits Real Time"."Applicant"."Applicant Name" s_1,
```

```
"Public Sector Cloud - Permits Real Time"."Permit"."Permit Number" Per_No,  
"Public Sector Cloud - Permits Real Time"."Permit Amounts"."Fee Amount" s_3  
FROM "Public Sector Cloud - Permits Real Time"
```

Step 2: Write a second BI Answers query using the "Public Sector Cloud - Receipts Real Time"."Transactions" subject area to show fees paid for the permit. Once the correct results are achieved, go to the Advanced tab and grab the logical SQL associated with this query.

Logical SQL for Query 2:

```
SELECT  
  0 s_0,  
  "Public Sector Cloud - Receipts Real Time"."Transactions"."Application ID" s_1,  
  "Public Sector Cloud - Receipts Real Time"."Fact - Receipts"."Amount Received for a given period" s_2  
FROM "Public Sector Cloud - Receipts Real Time"
```

Step 3: Go to the Advanced tab in BI Answers and copy/paste the following logical SQL which is an OBIEE - Equijoin of the two previous SQL statements based on Opportunity ID. Use any text editor to combine the logical SQL statements copied from Steps 1 and 2.

```
SELECT  
permit.s_1, permit.Per_No, permit.s_3, fees.s_2  
FROM  
(  
  SELECT  
    0 s_0,  
    "Public Sector Cloud - Permits Real Time"."Applicant"."Applicant Name" s_1,  
    "Public Sector Cloud - Permits Real Time"."Permit"."Permit Number" Per_No,  
    "Public Sector Cloud - Permits Real Time"."Permit Amounts"."Fee Amount" s_3  
  FROM "Public Sector Cloud - Permits Real Time"  
) permit,  
(  
  SELECT  
    0 s_0,  
    "Public Sector Cloud - Receipts Real Time"."Transactions"."Application ID" s_1,  
    "Public Sector Cloud - Receipts Real Time"."Fact - Receipts"."Amount Received for a given period" s_2  
  FROM "Public Sector Cloud - Receipts Real Time"  
) fees  
WHERE permit.Per_No = fees.s_1
```

Note: If you create a new analysis using this SQL, any hierarchical columns, member selection, groups or formatting is stripped out.

Custom and Standard Subject Areas Joins

Analyses can be build using combinations of standard, as well as both custom and standard subject areas. The add subject area option appears once you have created an analysis from a single subject area. You can delete subject areas using these same steps. When you create your analysis, you select a single subject area during the creation steps. Once the analysis is created, you add additional standard or custom subject areas.

Listing of Subject Areas for Public Sector Compliance and Regulation

This reference points to the list of subject areas for Public Sector Compliance and Regulation.

Public Sector Compliance and Regulation comes with a variety of standard subject areas for permits and planning applications. See the Related Topics for a link to the subject area list.

Related Topics

- [Subject Areas for Transactional Business Intelligence in Public Sector Compliance and Regulation](#)

15 Setting Up Custom Subject Areas

Custom Subject Areas

Oracle Public Sector Compliance and Regulation Cloud contains prebuilt subject areas, but you can also create your own subject area for your unique reporting needs.

The subject areas that you create is called a custom subject areas.

Concepts and Terminology in Custom Subject Areas

Before creating a custom subject area, you should understand the concepts and terminology used with custom subject areas. These concepts are discussed in their related topics in detail.

- **Objects:** Objects within Oracle Public Sector Compliance and Regulation Cloud represent an entity; for example, a contact list. When you create entities such as permit types within Oracle Public Sector Compliance and Regulations, you create custom objects.
- **Fields or attributes:** A field, also called an attribute, is where entity information is stored. A contact type is stored in a field under the contact list entity or object.
- **Measures:** Measures are a set of functions that you can apply on date, numeric, or currency type fields of the selected primary or child objects while defining a custom subject area.
- **Date Leveling:** Date leveling is a date hierarchy representation between dates and their associated measures. For example, total actual annual gross revenue by month.

Creating Custom Subject Areas

This topic covers how you create and edit custom subject areas, and how you can activate or inactivate a custom subject area while editing.

You cannot modify a predefined report subject area, however, you can create custom subject areas to meet your reporting needs.

Note: Before you create a custom subject area, review all the included subject areas to see if the one you want is already available.

Adding a Custom Subject Area

You add custom subject areas using train stops that appear at the top of the page. These train stops enable you to move back and forth during the configuration process. You can also save your configuration at a logical point and then continue to create later.

Note: You can only create custom subject areas when you are not in an active sandbox.

To create a custom subject area using train stops:

1. Navigate to Application Composer.
2. Click **Custom Subject Areas** on the Overview page of Application Composer.
3. Select **Create** from the **Actions** menu.

These are the steps in the train stops that you can use for configuring your custom subject area:

1. Define Custom Subject Area

In this step, you provide the name for your subject area and select the primary object that is the basis for the reports you create later using the custom subject area. Subject areas usually have names or labels that correspond to the type of information they contain. Display labels have the Custom: prefix added automatically.

2. Select Child Objects

In this step, you select the child objects whose data you want to use in your reports. You can add child objects only if the primary object has child objects. Otherwise, the add icon is disabled. You can only add one child object per level. The parent-child-grandchild-grand grandchild hierarchy supports adding up to three levels of child objects with one child object at each level, for example, parent-child1-child1.1-child1.1.1.

3. Configure Fields

In this step, you select the fields that you want to display on your reports. You typically add at least one field from each of the objects that you have selected for your custom subject area.

Select the desired measures to generate for number, date, or currency fields from all the available objects so that the subject area includes only those measures that you want to analyze. Also, define at least one measure.

In the **Measure Aggregations** column, select an option from the list of predefined formulas that you can apply to the Measure field. When you select the formula, the application applies the selected formulas to the selected field and measures.

Note: You can choose measures only for the lowest child. For example, if only a primary object exists with no children, you can select measures for the primary object. Otherwise, if any child objects exist, you can select measures only at the lowest child object level, not for the parent object.

You can change the display labels of the fields that you select in this step. Additionally, you can use the Select Fields dialog to remove fields that belong to the primary object. The Select Fields dialog appears when you click Select Fields when configuring fields for your custom subject area.

After you publish your custom subject area, the fields you have selected for your subject area are automatically added to their owning object's folder. If you have also defined measures, those fields are automatically added to the Facts folder. If you did not define a measure, then one is automatically created for the custom subject area.

For more information on measures, see [Measures](#).

4. Configure Date Leveling

If required, select the Date columns for date leveling. For more information on date leveling, see [Date Leveling](#).

5. Configure Security

Select the required security level for the **Everyone** Role Name, which is added by default, or add additional Role Names by clicking in the + icon and define the security level for each one of them.

The security definition here only controls who can access the custom subject area definition to create reports. It doesn't control data visibility which is automatically controlled based on the user running the reports.

For more information on securing custom subject areas, see *Custom Subject Area Security*.

6. Review and Submit

Review the custom subject area configuration for all added objects, attributes, and measures, and if satisfied, click **Submit**. If changes are required click **Back** to navigate back to the required screen.

After you submit, the custom subject area configuration is prepared for publishing. You can create and submit a custom subject area either immediately or save and close the custom subject area at any point and submit it later. You must first submit a custom subject area for publishing before you can select it from within Oracle BI Composer. After you save or submit a custom subject area, you cannot modify its primary object.

To access the published custom subject area in BI:

- From the Navigator menu, select **Tools > Reports and Analytics**.
- In the Contents pane, click **Create**.
- Select the published custom subject area and start creating your report.

Editing Custom Subject Areas

You can edit a published or saved custom subject area and then republish it when your changes are done. Modifying a custom subject area does not affect the reports that you had created using that custom subject area before making the changes. You can use the modified custom subject area if you need to enhance existing reports.

To edit a custom subject area:

1. On the Overview page of the Application Composer, click **Custom Subject Areas**.
2. Locate the custom subject area that you want to edit, and click the Edit icon.

You can filter out inactive custom subject areas in Application Composer by viewing custom subject areas in Active status. This is safer than deleting them, because the inactive subject areas are still available and can be found by searching.

3. Make the desired changes and then click **Submit** to republish the custom subject area.

While you can edit a custom subject area in any status, there are considerations on what you can or can't do when editing. When editing a published custom subject area, it is not possible to:

- Change the primary object.
- Add or remove child objects.
- Remove previously added measures.
- Add more aggregation types for measures that are already published.

Note: You cannot modify a predefined report subject area. Instead, you must create separate custom subject areas to meet your reporting needs. Before you create a custom subject area, be sure to review all the included subject areas to see if the one you want is already available.

Activating or Inactivating Custom Subject Areas

When editing custom subject areas, you can activate or inactivate custom subject areas when your reporting or business requirements change. This step enables you to control what information is displayed on the reports that use the information from custom subject areas.

You can deactivate only those custom subject areas that are published and have a status of OK, and can activate only previously deactivated custom subject areas.

To deactivate a custom subject area, select it in the list and then click the **Inactivate** button. To activate an inactive custom subject area, select it and click **Activate**. Note that if no custom subject area is selected in the list, the button doesn't appear.

When searching for custom subject areas, you can filter out inactive custom subject areas in Application Composer by viewing only those in Active status. Inactivating a custom subject area is safer than deleting it, because the inactive subject areas are still available and can be found by searching.

Objects in Custom Subject Areas

This topic covers how you use the various types of objects in the Application Composer to create custom subject areas.

A custom subject area is a set of entities (objects), attributes, and measures that you use to build reports.

Objects can be classified under broad categories of custom objects and standard objects. Every custom subject area has a primary object, which is the focus of any reports that you create. You can also optionally add child objects to the custom subject area. Custom subject areas support both custom and standard objects. The objects that you create are called custom objects.

Before designing your custom subject area, use Intake Form Designer to identify or create the objects and fields that you want to use.

Primary Objects

A primary object is any top-level object. You create a custom subject area based on the primary object. Additionally, the primary object is the focus of the report that you create based on the custom subject area.

The list of available primary objects includes all objects, which are either top-level custom objects, or standard objects that are configured by the owning application. After you save your custom subject area, you can't change its primary object; but you can create another custom subject area using a different primary object.

Based on how you want to configure your custom subject area, you can add one child to an object.

Child Objects

A child object is an object that has a one-to-many relationship with a parent object and can be a parent object of another child object. Add a child object to a custom subject area if you want your report to include data from both the primary object and its children. If an object's parent object is already a child object (of another parent object) then the object is a grandchild object. For example, if object Y is a child of object X, and object Z is a child of object Y, then object Z is a grandchild of object X. Custom subject areas support parent-child-grandchild-great-grandchild objects.

You can only add one child object to the primary object per level, as long as there are child objects available. If there are no child objects for the chosen primary object, the list that enables selecting child objects does not appear.

The parent-child-grandchild-great-grandchild hierarchy supports adding up to three levels of child objects with one child object at each level; for example, parent-child1-child1.1-child1.1.1.

Note: Once you publish a custom subject area, you can't add or remove child objects.

Fields or Attributes in Custom Subject Areas

This topic explains the various types of fields or attributes that you use for configuring your custom subject area.

Fields or attributes store entity information in the application. Fields can be standard or custom.

Types of Reporting Fields

The fields you can use to create reports are as follows:

- Text
- Number
- Date
- Percentage
- Date time
- Currency
- Check box
- Fixed choice list
- Dynamic choice list
- Long text

Note: You cannot create reports using the Rich text area field.

When you create a custom field, you can create reports for the following data types:

- Boolean

Note: Note: If you are using the Boolean data type for fields other than check boxes, those fields are displayed as either 0 or 1 on your custom reports.

- Number
- Currency
- Date
- String
- Percentage
- Phone
- Date time
- Long text

Measures

Measures are a set of functions. Examples include a SUM of the actual gross revenue in USD, or a COUNT of the number of building permits worth over \$500,000.

The designer defines the aggregation function (SUM, COUNT, and so on) for custom measures, so end users don't need to do so themselves when they create an analysis. You can apply these functions on fields of type Date, Numeric, or Currency.

Measures available to a particular type of field may differ depending on the field type. After you define the measures for the required fields and publish the custom subject area, you can select these fields and the applied measures when creating your report in the Oracle BI Composer. You can only specify aggregate formulas to apply to a measure when creating a custom subject area. It is not possible to edit a measure in an already published custom subject area.

Here are some measures you can apply to fields of type Numeric, Currency, or Date.

- For Numeric and Currency fields, a measure can be:
 - All
 - ▮ **Note:** All is not a measure, but an option in the UI that selects all of the measures.
 - Sum: Calculates the sum of the values.
 - Average: Calculates the mean value.
 - Count: Calculates the number of rows that are not null.
 - Count Distinct: Calculates the number of rows that are not null. Each distinct occurrence of a row is counted only once.
 - ▮ **Note:** Although Count Distinct is usually used in cases requiring a count on a foreign key (because a count of distinct rows is what's wanted), it is not required. If your requirements allow multiple instances of the same foreign key value to be counted multiple times, you can use Count rather than Count Distinct.
 - Maximum: Calculates the highest numeric value.
 - Minimum: Calculates the lowest numeric value.
 - First: Selects the first occurrence of the item.
 - Last: Selects the last occurrence of the item.
 - Median: Calculates the middle value.
 - Standard Deviation: Calculates the standard deviation to show the level of variation from the average.
 - Standard Deviation Population: Calculates the standard deviation using the formula for population variance and standard deviation.
- For Date fields, a measure can be:
 - All
 - Maximum
 - Minimum

You can select measures based on your reporting needs. For example, you can use measures to view product sales per store, state, or country. Or, to view the number of support tickets opened or closed per day, week, or month, and so on.

If you do not define a measure, then one will be automatically created for the subject area when you submit the custom subject area for publication.

Date Leveling

Date leveling is a hierarchy representation of dates and associated measures, which enables you to view the data over different periods of time.

To use this hierarchy, create a report that shows the total Actual Gross Revenue amount for each year. Drill down from year to show gross revenue per quarter, sales per month, gross revenue per week and gross revenue per day, and then drill back up to gross revenue per year. The date hierarchy aggregates the measures by the required hierarchy or leveling period.

To configure date leveling when defining a custom subject area, use the **Configure Date Leveling** step of the train stop to either allow or disallow leveling. You may need to expand the field list in the **Date** field to select or clear the Date Leveling check box, as applicable.

For more information on where the Configure Date Leveling step appears in the train stop, see [Creating Custom Subject Areas](#).

Custom Subject Area Security

You can secure a custom subject area by granting or revoking access rights from the role names that access the custom subject area. This topic covers how you can grant or revoke access rights from those role names.

For information about custom subject area data source security in BI Publisher, see *Public Sector Compliance and Regulation Custom Subject Area Security Guide for Implementation (Doc ID 2730290.1)* in My Oracle Support.

Managing Role Names and Access Rights

While defining a custom subject area using the train stops, you can use the Actions list in the Configure Security step to manage role names and access rights.

Note: You cannot delete the role name listed as **Everyone**.

Read access is granted by default. If you want to revoke Read access from a listed role name, select **No access** for that role name.

You can create custom subject areas even for the objects in which you do not have access to the data, which allows you to build custom subject areas without compromising data security.

Publication Statuses of Custom Subject Areas

This topic covers what happens when you submit a custom subject area for publishing, and what the submission statuses indicate.

After you successfully publish your custom subject area, you can start building reports using Oracle Business Intelligence (BI) Composer based on your published subject area.

What Happens When You Submit for Publishing

When you submit a custom subject area for publishing, two processes occur in the background. The first process is synchronous and creates Oracle Applications Development Framework (Oracle ADF) artifacts. You must wait until this first process is over. The second process is asynchronous and creates centralized metadata repository (RPD) fragments and submits them to the Oracle BI server.

Note: You must refresh the status to know whether the custom subject area is submitted successfully. You may have to refresh the status multiple times, because the creation of Oracle ADF and RPD artifacts may require some time.

A custom subject area can have one of the following statuses:

- **Pending:** This status indicates either of the following:
 - You saved and closed the configuration process for a custom subject area before submitting it for publishing.
 - A failure occurred in the background processes when creating Oracle ADF and RPD artifacts.
- **In Process:** This status indicates that the data is in the process of being published to Oracle BI.
Note: If the in-process status doesn't change to **OK**, even after multiple refresh attempts, then there could be an error in publishing. If an error occurs, then the details are displayed, as well as information about how to fix problems, where applicable. These error status details allow you to pinpoint and fix problems quickly.
- **OK:** This status indicates that the custom subject area has been published successfully. You can use Oracle BI Composer to create reports using the objects, attributes, and measures that you have configured in the subject area.

Including Custom Fields on Reports

This topic discusses how to create a custom subject area using an attribute and create a report.

Creating a Custom Subject Area

In this example, you create a custom subject area using the LNP1KitchenRemodel object.

1. If you are working in a sandbox, exit the sandbox.
2. Click the **Navigator** menu at the top.
3. Click the **Application Composer** link.

Note: You might need to click the **more >>** link first.

You are on the main page of Application Composer, where you create a custom subject area using the LNP1KitchenRemodel object.

4. Change the **Application** from *CRM Cloud* to *ERP and SCM Cloud*.
5. In the Overview region, click the **Custom Subject Areas** link.

You are on the Custom Subject Areas page. You can use this page to search or create custom subject areas.

6. In the Search Results region, click the **Create** button.
7. Enter a name for the custom subject area that you are creating. Enter *Kitchen Remodel* in the **Label** field.
8. In the Primary Object region, click the **Primary Object** list.
9. Click the **LNP1KitchenRemodel** list item.
10. In the upper-right region of the page, click the **Next** button.
11. In the upper-right region of the page, click the **Add Child Object** button.
12. In the Add Child Object dialog box, click the **Child Object** list.
13. Click the **ContactList** list item.
14. Click **OK**.
15. In the upper-right region of the page, click **Next**.

You now define the fields for the LNP1KitchenRemodel primary object.

16. Ensure that the selected value in the **Fields From** list is **LNP1KitchenRemodel**. Click the **Select Fields** button.
17. On the **Select Fields** modal page, select the fields that you want to include for the LNP1KitchenRemodel primary object.
18. Repeat steps 16 and 17 for the ContactList child object.
19. In the upper-right region of the page, click **Next**.
20. You now select fields to apply date leveling. In the **Date Field Leveling** table, click the **Expand** button of the LNP1KitchenRemodel object.
21. Select the **Allow Leveling** option for the **Business Start Date** field.
22. In the upper-right region of the page, click **Next**.
23. Leave the default role access of **Read** for Everyone. In the upper-right region of the page, click **Next**.
24. Review your custom subject area. In the upper-right region of the page, click **Save**.
25. In the upper-right region of the page, click **Submit**.

A confirmation message appears.

26. Click **OK**.

You successfully created a custom subject area.

Creating a Report Using a Subject Area

In this example, you create a report in Oracle Business Intelligence Composer (BI Composer) using the Kitchen Remodel subject area.

1. Click the **Navigator** menu at the top.
2. Click the **Reports and Analytics** link under Tools.

Note: You might need to click the **more >>** link first.

The Reports and Analytics page appears.

3. In the left pane, click **Create** and select *Analysis*.

From the Select Subject Area dialog box that appears, you must first select a subject area to build your report. In this activity, you are building a report using the **Kitchen Remodel** subject area.

4. In the Select Subject Area dialog, select the check box next to **Custom:Kitchen Remodel** and click Continue.

Tip: You can add more than one subject area to a report by selecting the check box next to additional subject areas.

5. You are in the Select Columns step of Oracle Business Intelligence Composer (BI Composer) wizard. In the left box, click the **Expand** button of the Custom:Kitchen Remodel tree.
6. Add the following fields to the **Selected Columns** box on the right:

- a. RecordNumber under LNP1KitchenRemodel tree.
- b. Submission Date under LNP1KitchenRemodel tree.
- c. Status under LNP1KitchenRemodel tree.
- d. Expiration Date under LNP1KitchenRemodel tree.
- e. Female Owned under LNP1KitchenRemodel tree.
- f. First Name under ContactList tree.
- g. Last Name under ContactList tree.
- h. Gender under ContactList tree.
- i. Phone Number under ContactList tree.
- j. State under ContactList tree.

7. In the upper-right region of the page, click **Next**.

You are in the Select Views step of the wizard.

8. Enter *Kitchen Remodel Permits* in the **Title** field.
9. Click the **Table** list.
10. Click the **Table (recommended)** list item.
11. Click the **Preview** option on the right of the **Title** field to view a preview of the table. Click **OK**.
12. In the upper-right region of the page, click the **Next** button.

You are in the Edit Graph step of the wizard.

13. In the upper right region of the page, click **Next**.
14. You are in the Sort and Filter step of the wizard.
15. In the upper right region of the page, click **Next**.

You are in the Highlight step of the wizard.

16. In the upper right region of the page, click **Next**.

You are in the Save step of the wizard.

17. Enter Kitchen Remodel Permits in the **Analysis Name** field.
18. In this activity, you will save your report in only **My Folders**. In the **Save In** area, click the **My Folders** tree.
19. In the upper right region of the page, click **Submit**.

A confirmation message appears.

20. Click **OK**.
21. You can now view the report you just created. Click the **Expand** button of the **My Folders** tree.
22. Locate the report you just created.

You successfully created a report in BI Composer using the Kitchen Remodel subject area.

Custom Subject Areas: Frequently Asked Questions

This topic provides answers to some frequently asked questions regarding custom subject areas.

Can I change a custom subject area's primary object?

No. Once you save a custom subject area, you cannot change its primary object; however, you can create a new custom subject area with a different primary object.

What happens if I change a custom subject area after it is published?

You can edit a published custom subject area and then republish it after your changes are done. Modifying a custom subject area does not affect the reports that you created using that custom subject area before making the changes. You can use the modified custom subject area should you need to enhance existing reports.

Note: You cannot edit a primary object when you modify a custom subject area. Should you need to do so, create a new custom subject area using a different (new) primary object.

16 Setting Up Time Recording

Time Recording Overview

Time recording enables agencies to track the amount of time their employees spend on various activities.

Agencies can use this recorded time to:

- Bill for time spent.
- Report on key performance indicators.

To set up your agency for time recording, you define:

1. Time recording categories and subcategories.

See [Setting Up Time Categories and Subcategories](#).

Note: This step is not strictly required because you can add time entries without categories or subcategories. You must define time recording categories and subcategories, however, before associating them with time entry types.

2. Time entry types.

See [Setting Up Time Entry Types](#).

3. Fee schedules.

See [Setting Up Fee Schedules](#).

Note: This step is required for billing based on time spent.

Once you've setup up your time recording framework, agency staff can enter time and assess fees on the transaction pages. For more information, see [Adding Time Entries](#) and [Assessing Fees for Time Entries](#).

Setting Up Time Categories and Subcategories

Time categories and subcategories enable agencies to classify how their staff is spending their time.

Categories and their subcategories are reusable across transactions and products, and can be used to calculate fees and generate reporting information.

You add, modify, and delete time categories and subcategories on the Time Category page (**Time Recording Setup > Time Category**).

This example shows the Time Category page

Time Category

Category ID	Category	Description	Enabled	
MEETING	MEETING	MEETING	Yes	>
TRAVEL	TRAVEL	TRAVEL	Yes	>

Adding a Time Category

1. On the Time Category page, click **Add**.
2. On the Time Category Details page, enter a **Category ID**, a **Category**, and a **Description** for the category.
3. Turn on the **Enable** switch to make this category available to select for time entry types. This switch is turned off by default for new time categories.
4. Add a subcategory.

Note: You must have values defined for all required time category fields before you can add a subcategory.

5. Click **Save**.

Adding a Time Subcategory

1. Click a row on the Time Calendar page.
2. On the Time Category Details page, click **Add**.
3. On the Time Subcategory Details page, enter a **Subcategory ID**, a **Subcategory**, and a **Description** for the subcategory.
4. Ensure that the **Enable** switch is turned on so that the subcategory is available to select for time entry types. This switch is turned on by default for new time subcategories.
5. Click **Save**.

Modifying a Time Category

1. Click a row on the Time Calendar page.
2. On the Time Category Details page, you can:

- Update the time category fields.

Note: You can't edit the **Calendar ID** field.

- Enable or disable the time category.
- Delete the time category. You will be prompted to confirm the permanent deletion.
- Add, modify, or delete time subcategories.

3. Click **Save**.

Modifying a Time Subcategory

1. Click a Time Subcategory row on the Time Category Details page.
2. On the Time Subcategory Details page, you can:

- Update the time subcategory fields.

Note: You can't edit the **Subcategory ID** field.

- Enable or disable the time subcategory.
- Delete the time subcategory. You will be prompted to confirm the permanent deletion.

3. Click **Save**.

Deleting Time Categories

1. On the Time Category page, click **Select Multiple**.
2. Select the check boxes next to all the time categories you want to delete.
3. Click **Delete**. You will be prompted to confirm the permanent deletion.

Deleting Time Subcategories

1. On the Time Category Details page, click **Select Multiple**.
2. Select the check boxes next to all the time subcategories you want to delete.
3. Click **Delete**. You will be prompted to confirm the permanent deletion.

Setting Up Time Entry Types

Time entry types enable you to associate time categories and subcategories with the transactions where they can be used to record time.

Each time entry type represents a unique, reusable combination of time category, time subcategory, classification, and transaction. For example, you might create a time entry type for air travel associated with a permit inspection.

You add, modify, and delete time entry types on the Time Entry Type page (**Time Recording Setup > Time Entry Type**).

This example shows the Time Entry Type page

Time Entry Type Save

Time Type Code	Classification	Transaction	Category	Subcategory	Billable	Assess Now	Override	Enabled	Delete
PR_BA	Permit	Plan review	MEETING	Plan Review MEETING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
INSP_BA	Permit	Inspection	MEETING	Plan Review MEETING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
INSP_Disable	Permit	Inspection	TRAVEL	Train	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
INSP_BAO	Permit	Inspection	TRAVEL	Flight	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
PR_O	Permit	Plan review	TRAVEL		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Qx121	Permit	Inspection			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INSP_O	Permit	Inspection	TRAVEL		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
INSP_B	Permit	Inspection	MEETING	Misc MEETING	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
PR_B	Permit	Plan review	MEETING	Misc MEETING	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
PR_BAO	Permit	Plan review	TRAVEL	Flight	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
PR_Disable	Permit	Plan review	TRAVEL	Train	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Adding a Time Entry Type

1. On the Time Entry Type page, click **Add**.
2. For the new time entry type row, enter values for the following fields:

Page Element	Description
Time Type Code	Enter the code that agency staff members use to enter all the default values associated with this time entry type when adding time entries.

Page Element	Description
Classification	Select a product area, such as <i>Permit</i> .
Transaction	Select a specific transaction, such as <i>Plan Review</i> or <i>Inspection</i> .
Category and Subcategory	<p>Select the time category and subcategory for the time entry type. For more information on time categories and subcategories, see Setting Up Time Categories and Subcategories.</p> <p>Note: You can leave these fields blank. You can't select a subcategory without first selecting a category.</p>
Billable	Turn this switch on to make entries associated with this time entry type billable by default.
Assess Now	<p>Turn this switch on to immediately assess fees for entries associated with this time entry type by default.</p> <p>Note: This switch is available only when the Billable switch is turned on.</p>
Override	Turn this switch on to enable agency staff to override the Billable default setting when adding a time entry.
Enabled	Turn this switch one to make the time entry type available to select when adding time entries.

3. Click **Save**.

Modifying a Time Entry Type

Once you save a time entry type, you can no longer edit the following fields:

- **Time Type Code**
- **Classification**
- **Transaction**
- **Category**
- **Subcategory**

You can toggle the four switches:

- **Billable**
- **Assess Now**
- **Override**
- **Enabled**

Deleting a Time Entry Type

Click the **Delete** button next to a time entry type row to delete it.

Note: You can't delete a time entry type if it is used for any time entries.

